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/Director of Republic of Moldova
Civil Aviation Authority

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«08» 04 2015



AVIATION SECURITY PROGRAMME

Edition 05, Revision 06


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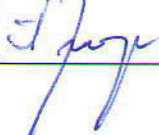
0. GENERAL

0.1. INTERNAL APPROVAL LIST


APPROVED:
"AIR MOLDOVA" GENERAL DIRECTOR

M. MALECA
 « 2 » _____ **2015**

COORDINATED:

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4.1 PURPOSE OF SCREENING AND SEARCHING

The screening of passengers and their carry-on baggage is one of the most important basic measures to prevent weapons, explosives or other dangerous devices from being introduced on to aircraft.

The purpose of passengers screening and their carry-on baggage is to prevent weapons, explosives or any other dangerous devices which may be used to commit an act of unlawful interference from being introduced on board an aircraft. All passengers and all their carry-on baggage must undergo screening before being permitted access to an aircraft or sterile area.

ANY PERSON WHO REFUSES TO UNDERGO SCREENING BEFORE BOARDING AN AIRCRAFT OR BEFORE ACCESSING A SECURITY RESTRICTED AREA, IS DENIED FURTHER ACCESS, AND NOT ALLOWED TO PASS BEYOND A SECURITY CHECK POINT.

4.2 PROCEDURES FOR SCREENING AND HAND SEARCHES OF ORIGINATING PASSENGERS AND THEIR CABIN BAGGAGE

A. Sterile areas


Sterile areas are established in those areas entered by passengers after undergoing screening and prior to boarding an aircraft. The integrity of such sterile areas shall be maintained through the use of locks or other controls on all potential access points into the sterile area. Thorough inspections of the sterile area are being performed by Airport Security staff prior to the use of such an area.

B. Authority

At home airport the legal authority for the screening of passengers and their cabin and hold baggage in Chisinau Airport is Police authority. The "Manual on the security controls applied to passengers, their cabin baggage, crew, hold baggage, in-flight supplies, cargo and mail at Chisinau Airport" describes the procedures applied when performing security screening.

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C. Use of security equipment

Security screening at host airports is accomplished centralized before entering the Security Restricted Area or prior to access the apron through gates. This procedure is fulfilled by appropriate authorities in order to ensure that transit and transfer passengers are being screened even if they were security screened in the departure airports too; all passengers are being screened by means of the electronic equipment, in case of absence of such technologies, hand-searches are being applied.

All departing and transfer passengers and their carry-on baggage at Chisinau International Airport are being screened using metal detection and X-ray equipment, where available. Specific information on the proper use of this equipment is contained in Chisinau International Airport Aviation Security Programme.

Passengers are screened by means of:

- a) Hand-held metal detectors
- b) Walk-through metal detectors
- c) Personal searches.

Screening of passengers and of their baggage is made after registration, before passing border and customs control.

Police staff responsible for screening, are appropriately trained during specialized courses, prepared on screening technology measures operation and are able to reveal prohibited for carriage items and substances on board an aircraft.


D. Manual searches

Manual searches of all departing passengers and their carry-on baggage are being conducted when security equipment is either not available or not in operating order. Manual searches are also being conducted to identify unidentified objects on a passenger's person that set off security equipment alarms and to identify any items of a suspect nature detected during X-ray examination of carry-on baggage.

There are many places in clothing where items may be concealed and which are difficult to search, for example, in jacket linings, shoulder padding, hats, ceremonial and religious

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headaddresses, ties, collars, lapels, belts and platform heels. Items may also be hidden in everyday articles such as newspapers and books.

Manual searches of persons should normally be carried out in the open. Searchers should not expose to public view classified or private documents, nor should they draw attention to currency or valuable in the possession of a person being searched.

If an intensive search of an individual is necessary, it should be carried out in private. Two searchers of the same gender as the person to be searched may be necessary.

Manual searches of persons should be carried out as follows:

a) the person being searched faces the searcher;
b) objects carried by the person, such as coats, books or newspapers, are searched, set aside and returned only after the manual search has been completed;

c) male and female personnel should search male and female persons, respectively, and
d) the search consists of an examination of the body and clothing conducted by running the hands over the body and clothing in a systematic fashion, back and front, and includes the following:


- i) Physical examination of:
 - 1) headgear and a physical or visual examination of hair;
 - 2) outer clothing, always in the same sequence: back, collar, lapels, shoulders, external and internal pockets and arms;
 - 3) tie, waistcoat, blouse or shirt, sweater, cardigan, etc., including pockets;
 - 4) trouser, skirt, etc., starting with the inner and outer waistband and continuing in the order of pockets, turn-ups and hemlines; and
 - 5) shoes and boots, with special attention paid to platform and high heels, if necessary using an HHMD or X-ray equipment;

ii) Visual examination to detect unusual or suspicious body shapes, such as questionable body fat or bulges, which should be further examined; and

iii) Special attention to armpits, breasts, waistband, crotch, covered legs, ankles and footwear.

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In the interests of effective security and passenger facilitation, manual searches of persons should be conducted in accordance with the following basic guidelines:

- a) consent should be obtained from the person to be searched;
- b) the searcher should be tactful, courteous and cautious;
- c) a systematic approach should be used to ensure that no part of the body, items of clothing or areas of baggage are overlooked;
- d) on completion of the search, the person should be thanked for cooperating.

Limitations of a manual search (when applied as sole method):

Manual searches of persons and belongings are not without limitations. For example they:

- a) require cooperation from the person to be searched;
- b) cannot be conducted on electronic or mechanical items such as cellular telephones, laptop computers or cameras, which should be examined separately using equipment such as X-ray or ETD system;
- c) may be time-consuming compared to screening using equipment, especially when numerous passengers are involved;
- d) Are vulnerable to human failings such as bad habits, inconsistency and tiredness;
- e) May make passengers feel as though their personal privacy is being violated; and
- f) May be an unpleasant process for the searcher.


Specific information on the appropriate procedures and responsibilities for manual searching of passengers and their carry-on baggage is contained in Chisinau International Airport Aviation Security Programme and Police documentation. At host airports, local procedures are applied.


E. Passengers personal search

Passenger personal search is performed with the purpose to detect arms, guns, dangerous items and substances, prohibited to carriage on board civil aircraft.

Passenger personal security search is required when:

- Received an information on a potential aircraft hijacking (seizure), performing a specific flight or follow a certain destination;

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- Received an information about the possession by a passenger of weapons, explosive devices, explosives or other dangerous items or substances prohibited for carriage;
 - Detected in the passenger's hand baggage of weapons, explosive devices, explosives or other dangerous items or substances prohibited for carriage;
 - Identification by means of the personal supervision performed by the police staff of the passengers' potential disruptive behavior and actions, that can show criminal intentions or that can generate the supposition that the passengers may detent weapons, explosive devices, explosives or other dangerous items or substances prohibited for carriage;
- It is prohibited to conduct passenger security personal search at the same time of two or more passengers in the same room.

F. Random searches

Screening takes place on a continuous random basis at a frequency established by the Appropriate Authority on the basis of a risk assessment.

Random hand-search is applied at minimum 10% of passengers who do not cause the screening equipment alarm. Hand searches are carried out on all passengers who caused equipment alarm.

The cabin baggage of all passengers is screened by conventional x-ray equipment prior to being allowed into the Security Restricted Area and/or on board the aircraft. At least 10% of cabin baggage is being subjected to hand-search.


The outerwear (coats, jackets and other items of outer clothing) of the passengers is being screened as a separate unit of cabin baggage.

G. Refusal to undergo screening

Any person who refuses to undergo a search of his/her person in accordance with this programme or refuses to undergo a search or inspection of his/her holder carry-on baggage shall be denied passage.

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4.2.1 STANDARDS OF SCREENING AND SEARCHING

Before screening, coats and jackets of passengers shall be taken off and shall be screened as cabin baggage.

Passengers shall be screened by:

- a) a hand search; or
- b) walk-through metal detection (WTMD) equipment.

Where the screener cannot determine whether or not the passenger is carrying prohibited articles, the passenger shall be denied access to security restricted areas or rescreened to the screener's satisfaction.

When a hand search is performed it shall be carried out so as to reasonably ensure that the person is not carrying prohibited articles.

When WTMD equipment alarms, the cause of the alarm shall be resolved.


Hand-held metal detection (HHMD) equipment may only be used as a supplementary means of screening. It shall not replace the requirements of a hand search.

Where a live animal is permitted to be carried in the cabin of an aircraft, it shall be screened either as a passenger or as cabin baggage.

At home airport, passengers are screened using WTMD. After screening with WTMD:

- a) On a random basis are screened 10 % of passengers that did not cause WTMD equipment alarm;
- b) Passengers who caused WTMD equipment alarm supplementary are being subjected to a hand search.



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4.2.2 LOCATION OF SCREENING OR SEARCHING

The location where the security screening is being performed must be designed in a way that could allow an easy passenger check and will be equipped with all necessary security equipment.

The location where passengers hand search is being performed must be separated from the location where passengers are being screened by mean of security equipment. The walls of this location must be not transparent.

Security screening at Chisinau International Airport is performed after check-in formalities, in a special designed airport area.

At Chisinau Airport are being used 3 checking points for passengers and their cabin baggage screening:

- 1 – in the main terminal, before entering departing area;
- 2 – in VIP terminal;
- 3 – in Official Delegations Hall.

4.2.3 DETAILS OF SCREENING EQUIPMENT

Next security screening equipment is used for passengers' security screening:

- a) Walk though metal detectors (WTMD);
- b) Hand held metal detectors (HHMD)

WTMD will detect small dimension articles that are containing ferrous metals or non-ferrous metals on a continuous basis having a higher sensibility for ferrous metals. The location, direction and the speed of passing through the WTMD will not affect the security screening abilities. WTMD electromagnetic field must be as uniform possible.

HHMD will detect small dimension articles that are containing ferrous metals or non-ferrous metals on a continuous basis from a distance of minimum 5 cm. HHMD will be used as supplementary mean of control. This will not replace the necessity of a hand search.

Screening equipment must be in conformity with National Aviation Security Programme of the state where passengers are being screened.



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Screening and searching of persons and their baggage is an essential part of aviation security. This may be conducted entirely manually or by a combination of walk-through and hand-held metal detectors for personal screening; and X-ray equipment for baggage screening.

At home airport, security checkpoints are equipped with:

- Walk-Trough Metal Detectors: «METOR-300 EDM», «METOR-250»;
- Hand-held Metal Detectors «METOR-28»;
- X-ray equipment: «RAPISCAN-622 XR»; «RAPISCAN-528 HR»; «RAPISCAN-628 XR»; «RAPISCAN-522-B»; «RAPISCAN-620-DV»; «RAPISCAN-622-DV»; «RAPISCAN-532-H»; «RAPISCAN-MVXR-5000» «L3 PX 208»; «L3 PX 6.4»;
- EDS equipment: «Sabre – 4000».

Persons who cannot be cleared by the normal screening process should be referred for manual hand search.


Host airports are equipped with screening equipment sufficient to ensure the screening of passengers, baggage and cargo, etc., in accordance with the established norms of the State, taking into account passengers flow and threat level.


Screening equipment parameters meet the technical requirements of the manufacturers.

Radiation safety of screening equipment meets basic sanitary rules. Metal immunity ensures their stable operation in the airport conditions.

At home airport police staff and airport screening operators are trained in accordance with National Aviation Security Training Programme.

Certification of the screening operators is accomplished by CAA of Republic of Moldova.

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4.2.4 DETAILS OF OPERATOR OR SERVICE PROVIDER

The entity performing security screening must ensure controls performed only by trained and certified staff according to National Aviation Security Programme of the state where passengers are being screened.

At home airport according the Law on Aviation Security of Republic of Moldova, passengers and their cabin baggage security screening is performed by the Police staff.

The training of operators performing passengers and their cabin baggage screening is performed according the National Aviation Security training programme. The certification of operators performing passengers and their cabin baggage screening is accomplished by CAA of RM.

The operators performing passengers and their cabin baggage screening, when performing their duties follow the standard operational screening procedures for passengers and their cabin baggage described in Annex 10 to Airport Aviation Security Programme.

At host airports are applied local procedures and regulations according national legislation.



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4.3 PROCEDURES FOR SCREENING AND HAND SEARCHES OF TRANSFER PASSENGERS

Security measures shall be implemented for international flights to ensure that there is no mixing or contact between passengers subjected to security control and other persons not subjected to such control at the airport, after the security screening point has been passed.


In the event of a mix of screened and unscreened passengers occurring, the following action shall be taken:

- (a) The sterile area shall be cleared and a full search carried;
- (b) Departing passengers and their cabin baggage shall be required to undergo a second screening process before being allowed to board their aircraft;
- (c) Should any departing passenger have had access to an aircraft after the occurrence of the accidental mix, the aircraft concerned shall also be subject to a full cabin search.

When screening transfer passengers, the following steps should be taken in order to favor a more efficient transfer:

- To avoid any introduction or removal of objects, checked baggage should, as far as possible be transferred in-line. This can also contribute greatly to improve passenger flow, reduce transit times and minimum connection time (MCT). It is possible that checked baggage might have to be screened at the interline airport;
- Passengers should be directed to an interline lounge area where onward boarding passes can be issued, if necessary following verification of the passenger status;
- The passengers should then go through immigration procedures required for the onward journey;
- Passengers should then be allowed to move to the sterile waiting area for their onward flight;
- Because the area between the disembarkation point and the sterile waiting area can be quite extensive and it is almost impossible guarantee that area can remain sterile throughout, it is preferable that passengers undergo screening before re-entering the waiting area of their onward flight;
- The entrance to the screening area should be staffed by airport security personnel who should identify the validity of boarding passes and passengers' identification;



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- The screening for transfer passengers should be the same as for originating passengers.

In most cases, passengers must not be allowed to disembark at an airport earlier than their ticketed destination unless their cabin baggage and hold baggage is removed from the aircraft. The system of head count and verification of boarding tickets is used for achieving adequate control over passengers.


Procedures are in place to ensure that passengers who disembark at the airport of their ticketed destination do not leave any objects on board (see point 8.2).


In some circumstances, all passengers may be required to leave the aircraft, all hand baggage and personal effects removed, and the aircraft interior checked. Should some transit passengers remain on board during the check of the aircraft, they should be required to identify their hand baggage and personal effects, which should be searched. The baggage of any missing passenger should be removed from the aircraft before the flight proceeds.

If a particular flight is under an increased threat, all passengers and their cabin baggage should be offloaded during the transit stop and an inspection of the interior of the aircraft carried out to ensure that no items have been left on board.

All transfer and transit passengers and their carry-on baggage are security screened according local rules and regulations.

Air Moldova transfer and transit passengers by arriving in the Chisinau Airport, are passing registration apart from other passengers, during what the passengers are receiving their boarding tickets. After registration, transit and transfer passengers and their hand baggage are being security screened before entering the sterile area that is being located in the Security Restricted Area.

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4.3.1 STANDARDS OF SCREENING AND SEARCHING

Before screening, coats and jackets of passengers shall be taken off and shall be screened as cabin baggage.

Passengers shall be screened by:

- a) a hand search; or
- b) walk-through metal detection (WTMD) equipment.

Where the screener cannot determine whether or not the passenger is carrying prohibited articles, the passenger shall be denied access to security restricted areas or rescreened to the screener's satisfaction.

When a hand search is performed it shall be carried out so as to reasonably ensure that the person is not carrying prohibited articles.

When WTMD equipment alarms, the cause of the alarm shall be resolved.

Hand-held metal detection (HHMD) equipment may only be used as a supplementary means of screening. It shall not replace the requirements of a hand search.

Where a live animal is permitted to be carried in the cabin of an aircraft, it shall be screened either as a passenger or as cabin baggage.

4.3.2 LOCATION OF SCREENING OR SEARCHING

The location where the security screening is being performed must be designed in a way that could allow an easy passenger check and will be equipped with all necessary security equipment.


The location where passengers hand search is being performed must be separated from the location where passengers are being screened by mean of security equipment. The walls of this location must be not transparent.

Security screening at Chisinau International Airport is performed after check-in formalities, in a special designed airport area.

At Chisinau airport are being used 3 checking points for passengers and their cabin baggage:

- 1 – in the main terminal, before entering departing area;
- 2 – in VIP terminal;
- 3 – in Official Delegations Hall.



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4.3.3. DETAILS OF SCREENING EQUIPMENT

See point 4.2.3

4.3.4. DETAILS OF OPERATOR OR SERVICE PROVIDER

See point 4.2.4

4.3.5 PROCEDURES RELATED TO LIQUIDS, AEROSOLS AND GELS SCREENING

Before screening, LAGs shall be removed from cabin baggage and shall be screened separately, unless the equipment used for the screening of cabin baggage is also capable of screening multiple closed LAG containers inside baggage.

Where LAGs have been removed from cabin baggage, the passenger shall be present:

- a) All LAGs in individual containers with capacity not greater than 100 milliliters or equivalent in one transparent re-sealable plastic bag of a capacity not exceeding 1 liter, whereby the contents of the plastic bag fit comfortably and the bag is completely closed; and
- b) Other LAGs separately.


Cabin baggage shall be screened by:


- (a) A hand search; or
- (b) X-ray equipment; or
- (c) Explosive detection systems (EDS) equipment.

Where the screener cannot determine whether or not the cabin baggage contains any prohibited articles, it shall be rejected or rescreened to the screener's satisfaction.

A hand search of cabin baggage consists of a manual check of the baggage, including its contents, as to reasonably ensure that it does not contain prohibited articles.

Where x-ray or EDS equipment is used, each image shall be viewed by the screener.

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Where x-ray or EDS equipment is used, all alarms shall be resolved to the satisfaction of the screener so as to reasonably ensure that no prohibited articles are carried into the Security Restricted Area or on board an aircraft.

Where x-ray or EDS equipment is used, any item whose density impairs the ability of the screener to analyze the contents of the cabin baggage shall be taken out of the baggage. The bag shall be screened again and the item shall be screened separately as cabin baggage.

Any bag that is found to contain a large electrical item shall be screened again with the item no longer in the bag and the electrical item screened separately.

Explosive detection dogs (EDD) and explosive trace detection (ETD) equipment may only be used as a supplementary means of screening.

- Screening of liquids, aerosols, and gels (LAGs)


LAGs shall be screened by:

- (a) x-ray equipment;
- (b) explosive detection systems (EDS) equipment;
- (c) explosive trace detection (ETD) equipment;
- (d) chemical reaction test stripes; or
- (e) bottled liquid scanners.

Tasting or testing on the skin may be used as a supplementary means of screening.

LAGs carried by passengers may be exempted from screening if the LAG is:

- (a) in individual containers with a capacity not greater than 100 milliliters or equivalent in one transparent re-sealable plastic bag of a capacity not exceeding 1 liter, whereby the contents of the plastic bag fit comfortably and the bag is completely closed; or
- (b) to be used during the trip and is either required for medical purposes or a special dietary requirement, including baby food. When requested to do so the passenger shall provide proof of authenticity of the exempted liquid; or
- (c) obtained airside beyond the point where boarding passes are controlled from outlets that are subject to approved security procedures as part of the airport security programme, on condition

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that the liquid is packed in a bag that is both tamper evident and displays satisfactory proof of purchase at that airport on that day; or

(d) obtained in the security restricted area from outlets that are subject to approved security procedures as part of the airport security programme.

4.4 LIST OF PERSONS EXEMPTED FROM SCREENING AND SEARCHING

From security screening are exempted the Republic of Moldova President, Parliament President and the Prime-Minister, also chiefs of states, governments, parliaments being on a official visit in the RM (according to the Law on Aviation Security, art. 17)

4.5 SCREENING AND SEARCHING OF CABIN BAGGAGE

Added to point 4.2 (Passengers and their cabin baggage)

4.6 TREATMENT OF SUSPECT PASSENGERS OR CABIN BAGGAGE


Where the screener cannot determine whether or not the passenger is carrying prohibited articles, the passenger shall be denied access to security restricted areas or rescreened to the screener's satisfaction.

At home airport, in case a specific item cannot be identified as security cleared, a hand search is being performed.

After the suspect item is being withdrawn from cabin baggage, a second x-ray screening is being performed. If the item remains suspect, further carriage is being denied.

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4.7 CONTROL OF MOVEMENT OF PASSENGERS

Passengers and their cabin baggage are protected against any unlawful interference from the moment are security screened and until the departure of the aircraft carrying them.

Airports must be designed to ensure that departing security cleared passengers do not mix with arriving passengers.

Authorities will ensure that only screened passengers having a boarding ticket is permitted access to an aircraft, and also will ensure that only passengers possessing travelling documents and valid visas or other necessary documents will board the aircraft.

The movement of persons and vehicles to and from aircraft in security restricted areas is supervised. Airport personnel and vehicles are checked at all checkpoints and randomly on the airside.

If at a specific airport there is no air bridge and passengers are required to walk or take a shuttle service to an aircraft, measures are implemented to ensure that:

- a) Only authorized persons and screened passengers are allowed to board aircraft;
- b) Passengers are escorted and/or kept under surveillance by authorized staff to prevent the introduction of restricted articles or substances into the aircraft cabin;
- c) There is no possibility for departing screened passengers to mix with unscreened persons; and
- d) Vehicles being used to shuttle passengers are thoroughly searched to detect any restricted articles prior to boarding passengers, in particular, if such vehicles have access to both the landside and airside.

If a part of the terminal located between the inspection and screening checkpoints and the point of embarkation has been used by arriving passengers who have not undergone screening, a thorough inspection of this area should be conducted before allowing screened passengers to enter the area.

If contact with unscreened or inadequately screened passengers cannot be avoided, departing passengers should undergo a second screening process before entering a secure area for the purpose of boarding an aircraft.

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Passengers and crew members boarding a flight facing an increased level of threat should be escorted by airport security personnel if they have to leave the confines of the passenger terminal building to board the aircraft. This measure is to prevent infiltration by potential perpetrators or, in more extreme cases, to guard against attack from surrounding areas, and should apply whether passengers and crew members walk or are driven to the aircraft.

At home airport next procedure is applied:

- Control over passengers:

a) Departing passengers

Passengers check-in is performed in the airport's unrestricted area. The entrance of passengers into the security restricted area is performed by presenting their boarding tickets.

Before entering the sterile area, passengers and their cabin baggage are subjected to security controls. In the sterile area, passengers are under the surveillance of Airport Aviation Security staff and Police staff. All airport terminal areas – unrestricted, restricted and sterile are CCTV monitored. Passengers' embarkation into the shuttle, transfer to the aircraft and embarkation into the aircraft is under the constant surveillance of Airport Aviation Security staff.

b) Arriving passengers


Passengers' disembarkation from the aircraft and transfer to arriving area is performed under the surveillance of Airport Aviation Security staff. Arriving area is a part of the Airport's controlled area and is CCTV monitored.

c) Passengers segregation

At Chisinau Airport for handling departing and arriving passengers separated areas are being used, what makes impossible mixing between departing and arriving passengers.

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4.8 MEASURES FOR SPECIAL CATEGORY PASSENGERS

4.8.1 DIPLOMATS AND OTHER PRIVILEGED PERSONS, GOVERNMENT COURIERS AND DIPLOMATIC BAGS

Subject of the Vienna Convention on Diplomatic Relations, diplomats and other privileged persons and their personal baggage, except "diplomatic bags", are liable to screening for security purposes.

The Vienna Convention stipulates that the person of a diplomatic agent and his or her personal baggage should not be exempted from the normal security screening process unless the State concerned agrees to such an exemption specifically or the baggage is part of the diplomatic baggage and pouches.


The Vienna Convention states that the personal baggage of a diplomatic agent should be exempt from customs inspection only if it contains articles for the official use of the mission, or for the personal use of the agent or members of his or her family forming part of the agent's household.


The Convention also places an obligation on all diplomatic personnel "to respect the laws and regulations of the receiving State," including legally enforceable pre-boarding screening.

Staff responsible for receiving diplomatic bags should make sure that they have been sent by duly-appointed officials of the mission concerned. They must also make sure that the "diplomatic bag" is identified and has the accompanying documents, signed by the appropriate authority of the sender state. In case if these documents are missing and there is a reason to believe that this could be a threat for flight security, Air Moldova has the right to refuse the carriage of the secret/ diplomatic bag.

In Chisinau Airport passengers with diplomatic status, possessing diplomatic immunity, are being security screened before entering the security restricted area. Diplomatic couriers and their personal hand baggage are not absolved from security screening. The screening of the personal hand baggage of the persons with diplomatic immunity is performed only in their presence or of their accredited representative.

The passengers attended in the VIP Hall or Official Delegations Hall, are being security screened in these halls.

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Although certain passengers may have diplomatic immunity, including personal inviolability, they are nevertheless subject to routine pre-boarding inspection/screening as necessary for aircraft security. While personal property of certain persons may be inviolable, for the purpose of civil aviation security, personal baggage, to include carry-on and checked (hold) baggage belonging to diplomats and their family members, is subject to the same screening requirements applied to regular baggage.

Sealed diplomatic bags in the possession of an authorized courier shall not be subject to examination. However, all other carry-on items shall be processed in the same manner as for other travelers. Guidelines are inclusive of consular bags meeting the definition of "diplomatic bags".

Sealed diplomatic bags to include carry-on and checked items are defined as follows: Any sealed bag, pouch, or package that contains either official correspondence or other materials intended exclusively for official use. Such sealed bags shall be marked externally as to their nature and may only contain official documents and/or items. Additionally, sealed diplomatic bags shall be accompanied by an official document indicating the courier's status and the number of sealed bags constituting the diplomatic "shipment".

Standards for inspecting sealed diplomatic bags: Such items shall not be examined by any method, nor shall they be detained, unless there is serious reason to believe that the bag does not contain documents and/or items are not intended exclusively for official use.

Additionally, during a heightened threat posture or in the event of specific threat information, a State may request to "screen" sealed diplomatic bags. All efforts should be made by the requesting State to implement screening methods that are the least intrusive.


In either event, whether there is a serious reason to believe that the contents of any sealed diplomatic bag contain documents and/or items not intended exclusively for official use, or during an increased threat posture, "Challenge and Release" procedures are available to the "sending" State.

Challenge and Release: When a State has a serious reason to believe that a sealed bag being offered as a diplomatic bag does not in fact contain official items, or if the sealed bag is not marked in accordance with established requirements, or if the accompanying official document being presented by the courier is suspicious, or during an increased threat posture, or if there is specific threat information, a State may request to examine or inspect the sealed bag. Any screening must be done in the presence of an authorized official from the "sending" State. If the

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- ii) be able to recognize commonplace medical aids and employ suitable methods for searching such aids, including appropriate techniques for inspecting wheelchairs and stretchers;
- iii) ask the disabled person how best to help them and listen carefully to their needs;
- iv) invite the person to voice any discomfort and be prepared to use another technique, if necessary;
- v) crouch down to the user's height when searching someone in a wheelchair;
- vi) use firm but gentle movements and be discreet;
- vii) make sure that the person can stand without assistance before removing a cane, walking frame/walker or crutches to search them; and
- viii) arrange guidance for a blind person before removing a white cane or guide dog;
- d) in searching a wheelchair or guide dog:
 - i) special search procedures should be applied to personal wheelchairs; and
 - ii) screeners should bear in mind that the harnesses worn by assistance dogs may generate security alarms; and
- e) in searching baggage, screeners should:
 - i) always remember to offer the option of a private search;
 - ii) consider the fact that the person may be unable to lift the baggage on or off the X-ray conveyor belt;
 - iii) consider the fact that the person may not be able to hear properly or may be not able to see his or her baggage, in order to claim it following X-ray screening;
 - iv) always call for a witness when searching the baggage of a blind person;
 - v) repack bags carefully. The contents of a blind person's baggage should be replaced exactly as the way were found;
 - vi) be discreet, especially when handling medical aids, and when handling personal possessions, particularly those related to hygiene or disability needs.


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• *Babies in pushchairs and children (will require consent of adult).* All passengers, even infants, should be screened before boarding an aircraft. Adult passengers should not be asked to do anything that will separate them from a child, however:

- a) Infants should be removed from strollers or infant carriers so that they may be screened by HHMD in a parent's arms;
- b) Older children may be asked to go through the WTMD itself;
- c) If necessary, the pre-board screening officer may ask for assistance any secondary screening of a child;
- d) Strollers and infant carriers and all other child-related equipment should be screened by X-ray and may also be subjected to additional screening.

• *Pregnant women.* Since the equipment used at a passenger screening point does not affect pregnant women or fetuses, a pregnant woman should undergo the same screening as other passengers. However, if a pregnant woman expresses concern, she may request a physical search instead of a search with metal detection equipment. In such a case, arrangements need to be made for the private screening.

• *Passengers with religious reasons that prevent the hand search of them or their baggage.* In certain parts of the world, there may exist practices and behavior dictated by custom, culture or religions that cause impediments to the recommended form of screening under discussion. In these cases, arrangements need to be made for the private screening of persons who request that it to be done in accordance with their beliefs.

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4.8.3 INADMISSIBLE PASSENGERS/DEPORTEES/ESCORTED PRISONERS

4.8.3.1 INADMISSIBLE PASSENGERS CARRIAGE

Inadmissible passenger (INAD) means a passenger who is refused admission to a country by authorities of such country, or who is refused onward carriage by a government authority at a point of transfer, e.g. due to lack of a visa, expired passport, etc.

In accordance with the ICAO Convention, Annex 9, the carrier is fully responsible for the carriage of inadmissible passengers recognized by competent authorities, back to the point of the beginning of carriage.

In case of refusal of admission by the fault of the company, «Air Moldova» is responsible only for return carriage to the initial point of the route or point of the transfer passengers without the right of entry, only if the accompanying documents are provided by the part giving the refusal.

4.8.3.2 DEPORTEES CARRIAGE


Deportee means a person who had legally been admitted to a country by its authorities or who had entered a country illegally, and who at some later time is formally ordered by the authorities to be removed from that country.


Every case of deportation is considered individually and in accordance with the threat level, the decision on the possibility to increase security measures for that flight is taken.

Except as may be contrary to applicable law or government regulations, the authorities of the country ordering the removal of a deportee from the country shall be responsible for providing a ticket for the deportee's outbound carriage at the applicable area.

The following types of deported persons:

- DEPA – refers to the industry-approved code for a deportee who is escorted by authorized personnel during the flight;

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· DEPU - refers to the industry-approved code for a deportee who is not escorted by authorized personnel during the flight;

To accept DEPU, DEPA on board an «Air Moldova» aircraft, the departing authority is required to inform on movement of deportees and escorts (if necessary) not less than 3 working days in advance of the scheduled departure by providing the "Notification in case of special passenger category carriage" (see Annex 5).


By performing STS STATE/HEAD flights the carriage of deportees, no matter the type (DEPA/DEPU), mentally alienated, persons in custody, dangerous prisoners is prohibited on board an Air Moldova aircraft.


If authorities and Air Moldova differ on the necessity of an escort, Air Moldova may require from the authorities a discharge of responsibility for any damage as a consequence of the lack of escort. Air Moldova keeps the right to refuse carriage if believes that the safety of the aircraft, crew or passengers is deemed to be at risk as the result of carriage of such persons.

At home airport, Avsec duty engineer-inspector will inform the persons carrying weapons according to RM Law on aviation security, art. 18 and the escorts accompanying DEPA about each other's presence and their seat location. At host airports the notification will be performed by Air Moldova Station manager.

To accept on board the aircraft a DEPU or DEPA passenger it is necessary to get from the departing authority the information about:

- i) Name and sex of the deportee, the reason for deportation (the nature of the crime);
- ii) The desire or reasons not to accept to travel by air;
- iii) The identity of the escort (if applicable);
- iv) Mental/physical condition of the deportee, status if he/she is willing to return to other authorities;

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- v) Any other information that would identify if that person does not create a threat to flight safety and if not necessary to take additional security measures;
- vi) Special conditions and precautions for carriage, if necessary.

A. DEPU

In accordance with the ICAO Convention, Annex 9, authorities of the country, deporting the person must provide an escort. To the individuals providing physical resistance during registration or boarding, or if their behavior represents a danger to aircraft, crew or passengers security, their boarding could be denied. The pilot-in-command has the right to refuse to take on board any passenger who, in his opinion, jeopardizes the security of the flight. The deporting authorities can not cancel the decision of the pilot-in-command.

The persons being carried as DEPU are allowed on board without an escort if they do not provide signs of aggression or a potential threat and their number is not more than 7 persons per flight.


Category	DEPU Number	Escort Number	Maximum number of DEPU
1. Persons, who have illegally entered the country	7	-	7


Note: If the number of DEPU is exceeding the number of 7 persons, escorts are required.

DEPU passport and other passenger's accompanying documents are passed to the pilot-in-command for the time of the flight (to avoid cases of loss, destruction or any other actions).

When it is decided that there is no need for an escort, the following security procedures should be applied:

- full security check of the individual and his/her baggage prior to embarkation;
- no public disclosure of the itinerary, especially where there is political significance;

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- travel formalities for transit, transfer and entry at destination be properly completed;
- any special requirements, permits, or authorities at transit, transfer and destination stations made available; and
- notify Captain of seat number;
- notify cabin crew members to refrain from serving alcohol to that specific passenger.

B. DEPA

The necessity of an escort should be considered in all cases where the individual:


- is deemed a safety risk because of past or present conduct;
- is in a mental state which requires special attention;
- is in physical condition which could be objectionable to or cause discomfort to other passengers;
- has committed a crime, or is wanted by police in any state;
- has some form of addiction.

Escorts accompanying DEPA when accessing the aircraft, have the obligation to handle to the senior cabin attendant a medical certificate that specifies the physical and mental health of the DEPA. Senior cabin attendant will handle the certificate to the pilot-in-command who will decide whether or not to accept the DEPA for carriage.

Escorts accompanying DEPA when accessing the aircraft have the obligation to handle to the senior cabin attendant 2 completed copies of the "Special category passenger presence on board notice" (see Annex 10). Senior cabin attendant has the obligation to handle one copy to the pilot-in-command before accepting the DEPA on board so as the pilot-in-command to decide to accept or not the DEPA for carriage. The original of the "Special category passenger presence on board notice" will be transmitted to the head of Avsec service. A 3rd copy of the Notification will remain with the escorts.

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DEPA passports and other accompanying documents are transmitted to the escort.

Basing the necessity arised after a threat assessment, the maximum number of persons accompanying the deportees, admitted to the simultaneous carriage per flight, is established (DEPA):


Category	Number of DEPA	Number of escorts	Maximum number of DEPA
Persons who have committed illegalities*	1	2	2
Mentally alienated	1	2	1
Persons who have committed major offence	1	2	1


* Air Moldova may accept 2 DEPA escorted by 3 escorts.

Depending on the degree of threat, additional escorts can be provided.

In case if necessary, additional escorts can be provided from Air Moldova Aviation Security Service representatives.

At least one escort should be of the same gender as the deportee.


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Disposal for escorts and DEPA on board of Air Moldova Aircraft:

Aircraft type	Configuration	DEPA seat number	Escorts seat number	Maximum DEPA per aircraft
A-320 ER AXV	173	27 B, F	27 A, C, E, G	2
A-320 ER AXP	177	29 E	29 D, F	2
A-321 SX-BHT	220	30 B 37 B	30 A, C 37 A, C	2
E-190 ER ECB	114	38 E 28 A	38 D, F 28 B, 29 B	2
E-190 ER ECC	106	28 D 26 A	28 C, 29 C 26 B, 27 B	2
		26 D	26 C, 27 C	



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4.8.3.2.1 CARRIAGE OF PERSONS IN CUSTODY


A person in custody is a person, either under arrest or convicted by the court and requiring carriage.

Appropriate authorities shall notify in advance «Air Moldova» about the forcibly carriage of the persons with the objective that sufficient measures to ensure the security of the flight are being taken depending the threat level, in advance (at least 3 working days before the flight) (see Annex 5).

Escorts and DEPA, during flight are subordinated to the pilot-in-command and must comply with its orders. When carrying persons in custody, in order to ensure the flight security, the following measures and procedures must be accomplished:

- on any Air Moldova flight is not permitted to carry more than two persons under arrest, accompanied by at least two escorts for each DEPA (depending on the threat level, Air Moldova may accept 2 DEPA escorted by at least 3 escorts);
- escorting officers should ensure that a prisoner does not carry contraband, weapons, matches or other potentially dangerous items;
- Escorts should be equipped with adequate restraining devices to be used in the event they determine that restraint is necessary. Under normal circumstances a prisoner should not be shackled to any part of the aircraft, including seats, tables, etc.;
- escorted persons are boarded before all other passengers and disembarked after all other passengers have left the aircraft;
- they are seated as far to the rear of the passenger cabin as is possible but not in a lounge area, next to or directly across from an exit; they are seated only in a row of two or more seats and at least one escort is sit between the escorted person and any aisle;
- Air Moldova Aviation Security Service, the Pilot-in-Command and the Cabin Crew must be made aware of the transportation of prisoners and escorts and their location must be informed, so as about the presence of firearms;
- no alcoholic beverage is served to escorts or prisoners while on board the aircraft;
- prisoners may be served food at the discretion of escorts and it should not be provided with metal utensils or a knife and no hot drinks are served;



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4.8.3.2.2 NATURE OF ESCORT

Depending on the reasons for providing the escort, it may be necessary for the escort to have medical or other special qualifications. Not more than two persons accompanied by escorts should be carried in the same aircraft (depending on the threat level, Air Moldova may accept 2 DEPA escorted by at least 3 escorts). There should be no public disclosure of the itinerary of the escorted individual.


4.8.3.2.3 ESCORT PROCEDURES

The escort should:

- be in plain clothes;
- not be in possession of firearms or weapons;
- carry and be trained in the use of appropriate restraint devices (to be concealed to the public);
- ensure that the individual and baggage is subjected to thorough pre-embarkation security screening;
- keep the Captain of the aircraft fully informed of any incident during the flight;
- ensure that no alcohol is served to the inadmissible passenger or deportee;
- be in possession of the escorted persons personal property including passport, travel documents and ticket;
- be in possession of the deportation/removal order, which should be given to the authorities at the destination airport;
- supervise the taking of medication;
- not permit the deportee to disembark at transit stops.

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Under no circumstances shall a female deportee be escorted on a flight without a female being part of the escort team.

4.8.3.2.4 PERSONS IN CUSTODY

General guidance material for persons in lawful custody, persons under arrest, or convicted criminals under escort:

(a) a prisoner should not be transported on board an aircraft unless escorted by one or more policing authority officers;

(b) policing authority officers or other authorized persons should notify a responsible representative of the airliner well before the date it is proposed to transport a prisoner, or as soon as practicable in an emergency, of the identity of the person being escorted, the flight on which transportation has been arranged, and whether or not the escorted person is considered dangerous;

(c) Air Moldova will not accept a prisoner and escort(s) as passengers unless concurrence has been obtained in advance from the States and other operators that may be involved en route and at the intended final destination. In such cases sufficient advance notification must be given the airline so that prior agreements can be obtained;

(d) Escorting officers will be informed by a responsible representative of Air Moldova of the potential danger to the safe operation of the aircraft should they take any action during an act of unlawful interference without direction from the pilot-in-command;


(e) Escorting officers should ensure that a prisoner does not carry contraband, weapons, matches or other potentially dangerous items;

(f) Escorts should be equipped with adequate restraining devices to be used in the event they determine that restraint is necessary. Under normal circumstances a prisoner should not be shackled to any part of the aircraft, including seats, tables, etc.;

(g) Escorts should not carry mace, tear-gas or similar incapacitating gas-generating devices on board an aircraft;

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(h) Escorts should adequately identify themselves to security personnel, policing authority officers on duty, and flight attendants, requesting that their presence on board and seat assignment be transmitted to the pilot-in-command, who should acknowledge receipt of this information;

(i) Any other security personnel and passengers authorized to carry firearms on board the aircraft should be made aware of the transportation of prisoners and escorts and their location;

(j) Escorted persons should be boarded before all other passengers and disembarked after all other passengers have left the aircraft;

(k) They should be seated as far to the rear of the passenger cabin as is possible but not in a lounge area, next to or directly across from an exit;


(l) They should only be seated in a row of two or more seats and at least one escort should sit between the escorted person and any aisle;


(m) They should be accompanied at all times and kept under surveillance, including visits to the lavatory;

(n) No intoxicating beverage should be served escorts or prisoners while on board the aircraft;

(o) Prisoners may be served food at the discretion of escorts but should not be provided with metal utensils or a knife;

(p) Air Moldova will refuse to accept a prisoner if, in the judgement of a responsible representative of the airline, such acceptance may jeopardize the safety of the other passengers.

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4.8.3.2.5 DANGEROUS PRISONERS

At least two escorts should be required for each prisoner considered dangerous by the escorting agency or in the judgement of a responsible representative of Air Moldova. No more than one such prisoner and escorts should be carried on any one flight.

4.8.3.2.6 PERSONS SUFFERING FROM MENTAL ILLNESS

A person suffering from a mental illness that is deemed to be a threat to the safety of a flight may be accepted for transportation if accompanied by an attendant physically capable of coping with untoward actions by that person during the flight and is skilled in administering sedatives as required and authorized by an appropriate doctor. If a mentally disturbed person requires sedation prior to departure, each portion of the flight should last no longer than the effective duration of the sedative administered. Air Moldova, on the advice of representatives of the airline's medical and security staff, as appropriate, reserves the right to deny boarding to such a person.

4.8.3.3 ADDITIONAL SECURITY MEASURES WHEN CARRYING SPECIAL CATEGORY PASSENGERS


The above described special categories of passengers are classified as *potentially dangerous passengers*.

The following additional security measures for transportation on board an Air Moldova aircraft of the potentially dangerous passengers must be taken:

- a) The passenger, hold and cabin baggage are subject to strict security screening / monitoring by the mean of intrascopes and metal detectors;
- b) Escorted persons are boarded before all other passengers with the condition that the pilot-in-command is aware;
- c) Is not allowed to take seats at the passage or the seats near the emergency exits. Seats for the potentially dangerous passengers, see above, "Para 4.8.3.2 Deportees carriage"

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- d) Alcoholic beverages are not served,
- e) A sufficient number escorts must be provided, if there is a threat to flight security.
- f) When carrying a potentially dangerous passenger, the flight number is not publicly disclosed, and
- g) Information confidentiality is assured.

When planning the carriage of potentially dangerous passengers, the competent authority, must notify in writing the airline's authorities in advance about this. Written „Special passenger category presence on board notice” for Aviation Security Service and the pilot-in-command must contain the following information:

- Passenger's details;
- The reason for transport;
- Names and positions of the convoys, (if required);
- Risk assessment performed by the competent authorities (including the reasons for the need of escorts or not) (see Annex 5);
- Agreement on the seats on board the aircraft;
- Availability of documents.

The above mentioned information should be sent in the address of the company in advance (at least 3 working days prior departure).

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4.9 POLICY FOR UNRULY PASSENGERS

4.9.1 PROCEDURES ON THE GROUND

Air Moldova is taking necessary actions to avoid potentially disruptive passengers get on board aircraft. During check-in passengers are being observed to reveal any disruptive behavior. Air Moldova Station Manager for each point where flights are performed, is in charge to reveal such behavior and to take necessary actions such as to complete Disruptive Passenger Ground Incident Report (see Annex 8-B), also to call law enforcement authorities for further actions.

This is being performed in order to ensure that the safety of the aircraft is not being compromised, also to ensure that the safety of the crew or other passengers is not at risk.

Disruptive Passenger Ground Incident Report will be completed in 2 copies, one for local law enforcement authorities, and another for Air Moldova Avsec Service.

4.9.2 PROCEDURES IN THE AIR

If an incident occurs, the crew needs to be able to assess what kind of threat it represents. This is necessary to intervene accordingly and to be able to communicate the appropriate information to flight deck and subsequently to the ground in order to provide the necessary support.

The crew response should be appropriate to the threat level. If there is an escalation in threat level, crew need to escalate their response accordingly. Crew response measures according to the treat level are:

- Level 1 — Disruptive behavior – suspicious or threatening;
- Level 2 — Physically abusive behavior;
- Level 3 — Life-threatening behavior;
- Level 4 — Attempted breach or actual breach of the cockpit.


Level 1 Threat

Disruptive behavior (suspicious or verbally threatening)

- Communicate with flight crew and other cabin crew;
- Be attentive to other activity within the cabin, sometimes a Level 1 disruption can be a diversion to cover a hijacking;

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- Lock down the cockpit;
- Suspend passenger traffic in the “clear zone”, the galley area immediately behind the cockpit door;
- Alert able-bodied passengers;
- Attempt to diffuse the situation verbally. If one cabin crew member fails, consider sending another one who might have more success;
- Notify passenger of their unacceptable behavior or issue Unruly Passenger Notification Card (see Annex 7);
- Document all the events and report them to the air carrier and as necessary the authorities (see Annex 8-A).

Level 2 Threat

Physically abusive behavior

- Use separation techniques;
- Communicate with flight crew and other cabin crew.
- Lock down the cockpit;
- Be attentive to other activity within the cabin; sometimes a Level 2 disruption can be a diversion to cover a hijacking;
- Suspend service of alcoholic beverages;
- Suspend passenger traffic in the “clear zone”, the galley area immediately behind the cockpit door;
- Captain should advise air traffic control and air carrier and request that the appropriate law enforcement agency meet the aircraft;
- Captain should consider diversion and landing plan;
- Solicit help from cabin crew and passengers. If passengers get involved, it is important to instruct them on what kind of action is warranted.


Level 3 Threat

Life threatening behavior

- Communicate with flight crew and other cabin crew;
- Suspend passenger traffic in the “clear zone”, the galley area immediately behind the cockpit door, and block with ABPs and service carts;

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- Suspend service of alcoholic beverages;
- Solicit all help from cabin crew and passengers. If passengers get involved, it is important to instruct them on what kind of action is warranted.
- Cabin crew to provide information regarding perpetrators to pilot-in-command;
- Use force to subdue assailants;
- Use restraints and other on board resources;
- If necessary, implement Least-Risk Bomb Location (LRBL) or Chemical/Biological Weapons (CBW) procedures;
- Captain will declare an emergency and activate landing plan;
- Squawk Transponder code 7500;
- Prepare for rapid descent;
- Monitor Radio on 121.5MHz and prepare for interception by military aircraft;
- After landing, if possible, pull fire switches and disconnect generators;
- If appropriate, escape from the aircraft (mostly relevant to flight crew).

Level 4 Threat

Attempted breach or actual breach of the cockpit

- Maintain aircraft command and control at all cost;
- Communicate with flight crew and other cabin crew;
- Solicit all help from cabin crew and passengers via the public address system;
- Defend cockpit using whatever force is necessary to eliminate the threat;
- Use commands and all available resources and necessary forces to subdue the assailant and eliminate the threat;
- Use restraints and other on board resources;
- Cockpit will declare an emergency and activate landing plan for nearest suitable airport;
- Squawk Transponder code 7500;
- Monitor Radio on 121.5MHz and prepare for interception by military aircraft;
- As soon as operationally feasible, initiate possible rapid descent;
- After landing, if possible, pull fire switches and disconnect generators;
- If appropriate, escape from the aircraft (mostly relevant to flight crew).

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Flight crews have to take into account the possibility that the person committing an act of unlawful interference on board an aircraft in flight may be mentally alienated, irritable or nervous.

Basing this, crew must:

- a) refrain from making unnecessary conversations or undertake actions that may cause irritation of the person;
- b) To manifest the due prudence in order do not cause agitation among the passengers or any action from them to detain the person that may create a threat to flight's safety (Recommendation fasten your seat belts);
- c) Discontinue serving alcoholic beverages.


To address unruly passengers' issues, "Air Moldova" is applying passengers' awareness strategy responding to airline's rules violation by applying "zero tolerance" policy.

Table for categorizing the in-flight incidents are found in: Cabin Safety procedures Manual, Chapter 9, point 5.7 and Operations Manual Part A, GB, Chapter 10, p. 10.2.4.2

Passengers' awareness is accomplished through Air Moldova Pre-flight and on board passengers' behavior policy, which can be found on company's official site www.airmoldova.md.

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4.9.3 AUTHORITY FOR USE OF RESTRAINTS

Crew members are always encouraged not to intervene physically when confronted with disruptive passenger behavior. They should try to talk down the situation.

However, if a cabin crew member is physically attacked, he/she has every right to defend him/herself. The emphasis of physical intervention is that it should always be defensive and never offensive.

Situational awareness

A most important aspect of self-defense is intuition, and respecting one's intuition as a valuable and worthwhile resource. It is one of many tools available. A strong intuitive reaction to a passenger should always be handled in accordance with the standard response to a safety concern: observe, investigate and communicate. Note, particularly, signs of anxiety, nervousness, hostility, or cold unresponsiveness. If a cabin crew member feels uneasy, it is probably time to become more aware and more observant. The crew should walk through the aisles of the aircraft, assessing the situation and noting various ABPs.


Cabin crew members should always be observant of passengers.

Assessment of available resources

The able-bodied passenger (ABP) is a defense resource that should be in an ongoing state of assessment. From the time the cabin crew walks through the boarding area, during passenger boarding, and while on board, an awareness of able-bodied passenger resources should be present. Cabin crew should routinely note the location of ABPs, and continue to evaluate those noted during flight.

Self-defense methods

A critical aspect of successful self-defense is the deliberate, mental control of one's fear. When unprepared, most individuals are extremely vulnerable to being overcome to varying degrees by debilitating fear. If fear is allowed to take control of the individual's thinking, then efficiency, capability, and effectiveness can be frozen into inaction.

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Mental preparation and readiness

Experience has shown that the lives of all on board may be dependent upon the ability and willingness of the cabin crew, quite possibly aided by passengers, to use any and all resources, including the use of deadly force, to subdue the perpetrators. Mental preparation for readiness to use whatever degree of force is necessary may well be the difference subduing and being subdued.

Perhaps the most effective way for an operator to support crews in the management of unruly passengers is by raising awareness by publicizing a zero tolerance policy (Air Moldova follows Zero Tolerance Policy – placed on the external site for public acknowledgment).

The moment that a hijacker is able to break the crew's team spirit, communication and authority, the crew loses control of the situation. Particularly, during an extended hijacking, find any little victory - no matter how small – to help maintain a positive attitude.


The Stockholm Syndrome

The phenomenon of the "Stockholm Syndrome" is addressed during Air Moldova aviation security training. A very natural human phenomenon is that when a person's life repeatedly threatened and the threat repeatedly withdrawn, there is each time a small accumulation of gratitude toward the hostage taker. This can very naturally evolve into sympathy with the hostage taker, his or her cause, and can even result in the crew member supporting and aiding the hostage taker in the fulfillment of the mission. The longer the incident, the greater is the risk of this occurring. Proper advance awareness training, however, can develop the crew members' awareness and knowledge of the positive and negative effects of the Stockholm Syndrome. They can then utilize the positive effects thereof to "personalize" themselves, thus reducing the likelihood of their depersonalization by the hostage takers, and at the same time the crew member can resist the abovementioned tendencies.

Crew immunity for actions taken against a perpetrator


The Tokyo Convention of 1963 (Convention on Offences and Certain Other Acts Committed on Board Aircraft), which specifically addresses illegal interference with international civil aviation, provides immunity for actions taken against a perpetrator. In particular, its Article 10 states that "For actions taken in accordance with this Convention, neither the aircraft commander, any other member of the crew, any passenger, the owner or operator of the aircraft, nor the person



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on whose behalf the flight was performed shall be held responsible in any proceedings on account of the treatment undergone by the person against whom the actions were taken".



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4.9.4 HANDLING TECHNOLOGY

Approved Pre-flight, Post-flight and Transit Handling Technological Graphics, as well as STS/STATE HEAD flights handling, determine the time and the order of Air Moldova aircraft handling and the responsible organizations for this.

The agent responsible for registration verifies the passenger's ticket, its documents, enters into the passenger manifest the registration number, name of the passenger, the data on its baggage and on the hand baggage (seat number, weight) and baggage tag's individual number. Passenger's registration number is also noted on the ticket and boarding pass. In addition, the loader, which takes the baggage to transport it to the aircraft, fills the baggage manifest showing therein the date, flight number and number of baggage places. One of the detachable coupons for each baggage tag along with the boarding pass is issued to the passenger and the other is attached to each piece of baggage.

In the process of registration for each piece of baggage after being weight, an individual tag/sticker number is being attached.

Passengers, flight crews, their baggage, as well as cargo and mail security screening, so as the aircraft protection are accomplished in accordance with the Law on aviation security of RM.


Registered baggage is under the continuous protection of Police staff and Airport Aviation Security Service staff. The baggage loaded in trucks is transported to the aircraft and placed in previously inspected aircraft cargo compartments. At home airport cargo compartments security searches are performed by Air Moldova Avsec engineer-inspectors, at host airports by flight crew.

At home airport, loading is carried out in the presence and under the supervision of Air Moldova Avsec inspectors or/and of the Airport Avsec employees.

Prior to board the apron vehicle, the passengers are being kept in the sterile area. The controlled zone from the security check point to the aircraft boarding is a sterile one and it is very strictly controlled.

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Prior boarding the apron passenger vehicle, the handling agents are performing the verification of passengers identity, that consist of a cross check of the passenger and boarding pass against the passport.

Passport control is also performed by border control authorities.

Passengers transporting to the aircraft and their boarding into a previously security searched aircraft is accomplished to ensure that passengers are not mixing or contacting with persons that have not been security screened.

The boarding agent, withdraws the detachable part of the boarding pass presented by the passenger, and verifies the identity of the passenger with the data on his/her passport. After boarding, the number of detachable parts of the boarding passes is being concealed with the number of registered passengers (for more detailed information, see Chapter 7).

The baggage of the passenger that did not board the aircraft is being removed from the aircraft and repeatedly security screened according the established procedures.

At home airport, passengers, passports and boarding passes reconciliation is performed by an "Airport Handling" Company agent accordingly the contract signed with "Air Moldova".

At host airports, reconciliation is performed by appropriate authorities of those states.


The control over passengers from the sterile waiting area until boarding is assured by the Airport Avsec inspectors. They ensure that the passengers that were security screened and allowed for boarding do not contact with passenger that were not security screened, with the staff and other passengers.

Control over passengers from the sterile waiting area until the aircraft boarding is under constant surveillance of Airport Avsec staff.

Passengers handling technology, so as the applied measures and procedures in host airports, are developed and approved by local appropriate authorities, together with the implied

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organizations. In every host airport the present technology and local rules and laws relating passengers' aviation security measures and procedures are being applied.


4.9.5 PASSENGERS' ELECTRONIC EQUIPMENT


Portable computers (PCs) and other large electronic enhancements are removed from cabin baggage before screening is performed and screened separately.

Each passenger is informed on the requirements of host airports, as well as Air Moldova requirements relating passengers and their carry-on baggage, through information panels, loudspeaker announcements, the official Internet pages of Airports and Air Moldova.

Air Moldova provides the following information to its passengers in pre-flight literature, leaflets, time-tables, ticket envelopes, magazines, or any other appropriate means, such as at their ticket offices and travel agencies locations in order to:

1. Prevent interference with aircraft electronic systems and avoid inconvenience to passengers, Air Moldova may prohibit the operation of certain electronic devices on board aircraft;
2. For reasons of security, Air Moldova and/or Airport authorities may prohibit such electronic devices to be carried as checked baggage;
3. Any restrictions per 1 and 2 above:
 - may apply to such electronic devices as cellular telephones, radio receivers and transmitters, television sets, compact disk players, video cameras and playback units, laptop/portable computers, personal computer printers, remote control toys, devices utilising light emitting diode (LED) displays, etc;
 - may, because of the technological development or for specific security reasons, prohibit other electronic devices on short notice;
 - Are normally imposed by national law or government regulations or decree, which may be different in individual countries, and may also be changed on short notice.
4. It is recommended that airline safety literature and passengers briefings stress the need for the master power switch of all passengers carried cellular telephones be switched off, whether carried in the cabin or in checked baggage.

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5. SECURITY OF HOLD BAGGAGE

5.1 PURPOSE OF THE SECURITY MEASURES

Before loading on board an aircraft all baggage, cargo, mail and catering supplies a full security screening is performed according the "Manual on the security controls applied to passengers, their cabin baggage, crew, hold baggage, in-flight supplies, cargo and mail at Chisinau Airport". The procedure is performed in order to ensure that no prohibited articles get on board Air Moldova aircraft.

At host airports baggage screening is performed according local laws.

5.2 PASSENGER IDENTIFICATION CHECKS

5.2.1 STANDARD OF CHECKS

All passport and Visa control procedures must be arranged according local laws and regulations of each station. According to the "General conditions of carriage of passengers and baggage", the passenger is fully responsible for complying with rules and regulations imposed by:

- Departure country;
- Transit/transfer country;
- Destination country.

5.2.2 LOCATION OF CHECKS

Identification of passengers and passport and visa controls must be performed at check-in by:

- Handling agent's check-in staff (host airports);
- Air Moldova Profiling Service (home airport).


Air Moldova reserves the right to refuse carriage of passengers whose travel documents are incomplete and/or invalid.

5.3 QUESTIONING OF PASSENGERS

5.3.1 DESCRIPTION OF QUESTIONS

During questioning of passengers, next subjects will be addressed:

- a) the passenger registered with the hold baggage is the same person that is boarding aircraft;

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- b) has no restricted articles in the hold baggage;
- c) the passenger personally packed its baggage and during transportation to the airport no articles have been place in the baggage without his acknowledgement;
- d) the passenger does not posses any baggage that it's not belonging to himself, only personal baggage;
- e) the baggage of the passenger it's not containing any weapons, ammunitions or explosives.

5.3.2 LOCATION OF DELIVERY

Questioning of passengers must take place during personal check-in process.

5.3.3 DETAILS OF SERVICE PROVIDER

Responsible for questioning passengers:

- Handling agent's check-in staff (host airports);
- Air Moldova Profiling Service together with Aeroport Handling staff (home airport).

5.4 PROCEDURES FOR ORIGINATING HOLD BAGGAGE SCREENING AND HAND SEARCH

All hold baggage should be screened prior to being loaded onto an aircraft in order to prevent prohibited articles from being introduced into security restricted areas and on board aircraft.

5.4.1 STANDARD OF SCREENING AND SEARCHING

The following methods, either individually or in combination, should be used to screen hold baggage:

- a) a hand search; or
- b) x-ray equipment; or
- c) explosive detection systems (EDS) equipment; or
- d) explosive trace detection (ETD) equipment; or
- e) explosive detection dogs.



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- e) explosive detection dogs.

Where the screener cannot determine whether or not the hold baggage contains any prohibited articles, it should be rejected or rescreened to the screener's satisfaction.

Hand search

A hand search should consist of a thorough manual check of the baggage, including all its contents, so as to reasonably ensure that it does not contain prohibited articles.

Screening procedure using x-ray equipment


Where x-ray equipment is used:

- a) it should have threat image projection (TIP) software installed and employed, or
- b) between 10% and 20% of hold baggage, selected on a continuous random basis, should also be screened by:
 - i. a hand search; or
 - ii. EDS equipment; or
 - iii. the same x-ray equipment for a second time, whereby the same screener examines the baggage from a different angle than that used during the original screening.

Alarm resolution

Where EDS equipment is used and when a piece of hold baggage generates an alarm, either the alarm should be resolved by the screener if he is satisfied that the baggage does not contain prohibited articles or the baggage should be screened again by:

- a) EDS equipment of a higher standard; or
- b) EDS equipment that is of the same standard but used in a manner that allows a more detailed examination of the baggage; or
- c) a hand search; or
- d) x-ray equipment, whereby the same screener examines the baggage from a different angle than that used during the original screening; or
- e) explosive trace detection (ETD) equipment.

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Dense items

Where x-ray or EDS equipment is used, any item whose density impairs the ability of the screener to analyse the contents of the baggage should result in it being subject to another means of screening.

Use of explosive trace detection equipment

Screening by explosive trace detection (ETD) equipment should consist of the analysis of samples taken from both the inside and the outside of the baggage and from its contents. The contents may also be subjected to a hand search.

Off-airport or landside screening

Hold baggage may be screened off-airport or at landside provided that immediately after screening it becomes secured baggage.

Measures should be taken to ensure that secured baggage has not been tampered with before being loaded onto an aircraft.

At home airport all registered baggage before being loaded into an aircraft is being security screened by mean of x-ray equipment with threat image projection (TIP) software installed. In case if TIP system is not being used, at random is screened at minimum 10 % of baggage from two different angles by the same operator in the same checkpoint.

5.4.2 LOCATION OF SCREENING AND SEARCHING

The location where baggage security screening is performed must be designed in a way that could allow an easy baggage check and be equipped with all necessary security equipment.

The location where baggage hand search is being performed must be separated from the location where the hold baggage is being screened by mean of security equipment. The passenger must be present when its hold baggage is being hand searched.

Air Moldova or the handling agent will ensure that no unauthorized person has access to facilities where baggage is stored before being loaded in an aircraft and that only registered baggage for a specific flight will be loaded for that flight.

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At home airport hold baggage is being security screened in two security check points in the baggage handling area of the main terminal that is being located into Security Restricted Area. Also, in other two security check points in VIP terminal and Official Delegations Hall where passengers, their carry-on baggage and hold baggage is being security screened.

5.4.3 DETAILS OF SCREENING EQUIPMENT

Screening equipment must have all necessary approvals according legal provisions.

The requirements for x-ray equipment are applied to all security equipment using x-ray to create radiosopic images that are evaluated by the staff responsible for security screening performance.

These are conventional x-ray equipment, conventional x-ray equipment with TIP installed, explosives detection system (EDS) or explosive trace detection (ETD) equipment.

All items regardless their type or dimension will be security screened.

Any unauthorized improvement, maintenance or repair is prohibited. Hardware or software elements of the security screening equipment will not be replaced without a prior check of the potential secondary effects on the equipment performance. The composition of the screening equipment band will not be modified without checking if that change does not affect the quality of the radiosopic image.

At Chisinau Airport regular x-ray equipment is being used for screening hold baggage (see point 4.2.3).

All technical requirements, method of operation and technical maintenance are being described in Annex 12 of Chisinau International Airport Aviation Security Programme.

5.4.4 DETAILS OF OPERATOR OR SERVICE PROVIDER

The entity performing security screening must ensure controls are performed only by trained and certified staff according to National Aviation Security Programme of the state where hold baggage is being screened.

At home airport according the Law on Aviation Security of Republic of Moldova, hold baggage security screening is performed by the Police staff.

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The training of operators performing hold baggage screening is performed according the National Aviation Security training programme. The certification of operators performing hold baggage screening is accomplished by CAA of RM.

The operators performing hold baggage screening, when performing their duties follow the standard operational screening procedures for hold baggage described in Annex 10 to Airport Aviation Security Programme.

At host airports are applied local procedures and regulations according national legislation.

5.5 PROCEDURES OF TRANSFER HOLD BAGGAGE SCREENING AND HAND SEARCH

5.5.1 STANDARD OF SCREENING AND SEARCHING


The following methods, either individually or in combination, should be used to screen transfer hold baggage:

- f) a hand search; or
- g) x-ray equipment; or
- h) explosive detection systems (EDS) equipment; or
- i) explosive trace detection (ETD) equipment; or
- j) explosive detection dogs.

Transfer hold baggage may be exempted from screening, if

- a) It has been previously screened to the European Commission standards.
- b) They arrive from a country where the security standards applied are recognised as equivalent to common basic European Commission standards.

Transit hold baggage may be exempted from screening if it remains on board the aircraft.

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5.5.2 LOCATION OF SCREENING AND SEARCHING

The location where transfer hold baggage security screening is performed must be designed in a way that could allow an easy baggage check and will be equipped with necessary security equipment.

The location where transfer hold baggage hand search is being performed must be separated from the location where the hold baggage is being screened by mean of security equipment. The passenger must be present when its hold baggage is being hand searched.

Air Moldova or the handling agent will ensure that no unauthorized person has access to facilities where baggage is stored before being loaded in an aircraft and that only registered baggage for a specific flight will be loaded for that flight.

At home airport transfer hold baggage is being security screened in two security check points in the baggage handling area of the main terminal that is being located into Security Restricted Area. Also, in other two security check points in VIP terminal and Official Delegations Hall where passengers, their carry-on baggage and hold baggage is being security screened.

5.5.3 DETAILS OF SCREENING EQUIPMENT


Screening equipment must have all necessary approvals according legal provisions.

The requirements for x-ray equipment are applied to all security equipment using x-ray to create radioscopic images that are evaluated by the staff responsible for security screening performance.

These are conventional x-ray equipment, conventional x-ray equipment with TIP installed, explosives detection system (EDS) or explosive trace detection (ETD) equipment.

All items regardless their type or dimension will be security screened.

Any unauthorized improvement, maintenance or repair is prohibited. Hardware or software elements of the security screening equipment will not be replaced without a prior check of the potential secondary effects on the equipment performance. The composition of the screening equipment band will not be modified without checking if that change does not affect the quality of the radioscopic image.

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At Chisinau Airport regular x-ray equipment is being used for screening transfer hold baggage. All technical requirements, method of operation and technical maintenance are being described in Annex 12 of Chisinau International Airport Aviation Security Programme.

5.5.4 DETAILS OF OPERATOR OR SERVICE PROVIDER

The entity performing security screening must ensure controls performed only by trained and certified staff according to National Aviation Security Programme of the state where transfer hold baggage is being screened.

At home airport according the Law on Aviation Security of Republic of Moldova, transfer hold baggage security screening is performed by the Police staff.

The training of operators performing transfer hold baggage screening is performed according the National Aviation Security training programme. The certification of operators performing transfer hold baggage screening is accomplished by CAA of RM.

The operators performing transfer hold screening, when performing their duties follow the standard operational screening procedures for transfer hold baggage described in Annex 10 to Airport Aviation Security Programme.

At host airports are applied local procedures and regulations according national legislation.

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5.6 PROTECTION OF HOLD BAGGAGE

5.6.1 DESCRIPTION OF PROCEDURES

Hold baggage to be carried on an aircraft is protected from unauthorised interference from the point at which it is screened or accepted into the care of Air Moldova, whichever is earlier, until the departure of the aircraft on which it is to be carried.

Rescreening of unprotected hold baggage

Hold baggage that has not been protected from unauthorised interference should be rescreened.

Access to screened hold baggage by passengers

Passengers may not be allowed access to screened hold baggage, unless it is their own baggage and they are supervised to ensure that:

- no prohibited articles (as weapons or explosive devices) are introduced into the hold baggage; or
- no dangerous goods are removed from the hold baggage and introduced into the security restricted areas or on board an aircraft.

Baggage in critical parts and other parts

a) Baggage in critical part;

Hold baggage that is in a critical part should be considered as protected from unauthorised interference.

b) Baggage in a part other than a critical part;

Hold baggage that is in a part other than a critical part should be considered as protected from unauthorised interference if:

- it is secured baggage; or
- it is not left unattended.

Where secured baggage is handled by unscreened persons, measures should be taken to ensure that that baggage has not been tampered with before being loaded onto an aircraft.

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The following measures are being taken in protecting hold baggage:

- a) prior to being loaded, hold baggage is held in the baggage sorting area or other storage area of the airport to which only authorized persons have access;
- b) any person entering the baggage make-up area or storage area without authorization it is challenged and escorted out of the area;
- c) originating and transfer hold baggage it is not left unattended on the apron or alongside an aircraft;
- d) tail-to-tail transfer hold baggage is not left unattended on the apron or alongside an aircraft;
- e) Access to lost-and-found offices in the passenger terminals it is restricted to prevent tampering with misplaced baggage.

At home airport, baggage sorting area, the apron and aircraft parking areas are being located in the Security Restricted Area and are under permanent CCTV surveillance. Baggage handling in the baggage make-up area, its carriage and loading on board aircraft is accomplished under the monitoring of an aviation security employee.

5.7 PROCEDURES FOR OFF AIRPORT CHECK-IN

If at a specific airport off-airport check-in is permitted, additional security procedures should be implemented to provide the same level of security as that afforded at airport check-in, and should be subject to the approval of and regular inspection by the appropriate authorities. Such procedures should be detailed in State NCASPs where off-airport check-in is accepted.

The following aspects of off-airport check-in should be covered:

- a) provision of a secure handling area for hold baggage;
- b) the security of baggage loaded on a ground vehicle for transport to an airport and while at the airport, until such time as it is placed on an aircraft;
- c) sealing procedures for baggage storage compartments and transport vehicles;
- d) provisions for controlling stocks of seals; and
- e) Passenger and baggage reconciliation at the time of aircraft loading.

For Chisinau Airport off-airport check-in is not applicable.

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5.7.1 WEB CHECK-IN PROCEDURE

Web check-in is available on all Air Moldova flights, excepting:

- Some transit flights of other carriers;
- Flights from DUB, BVA, STN, SGC, AYT, FRA.

Passengers performing web check-in will be made aware of the list of prohibited items (according to EU Regulation 185/2010, Attachment 4C and 5B) to be carried on board Air Moldova aircraft. Passengers will have to mark the tick box confirming their acknowledgement on prohibited items list.

According to <https://checkin.airmoldova.md/app/ck.fly?l=ru> next categories of passengers are not allowed to perform web check-in:

- Unaccompanied minors;
- Passengers traveling with special baggage (sports equipment, animals) ;
- Passengers requiring special assistance;

Passengers will have to present their printed boarding ticket when passing security and border controls.

Passengers performing a web check-in will be subjected to the same security controls as described in point 4.2, their hold baggage will be subjected to security controls as described in point 5.4 to this Programme.

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5.8 PROCEDURES FOR CARRIAGE OF FIREARMS AND WEAPONS

5.8.1 AUTHORIZED CARRIAGE OF WEAPONS

The carriage of weapons on board Air Moldova aircraft is regulated by IATA Resolution 745a, The RM law on civil aviation from 09.07.1997, the law on weapons from 18.05.1994, the law on aviation security from 05.04.2007 and by the present Programme.

According the art. 18 of the Law on the aviation security № 92 from 05.04.2007, the authorized carriage of weapons include the following categories of personal that are exclusively performing their official duties:

- a) when ensuring the security of the protected officials;
- b) when accompanying special or diplomatic bags;
- c) when escorting deportees, being under arrest;
- d) in other cases foreseen by acting laws.

Air Moldova will not accept for carriage on board the aircraft any type of weapon and ammunition, except:

- for law enforcement officers and other authorized persons who may require access to a firearm in performing their duties;***
- or weapons carried as cargo in aircraft cargo compartment in accordance with procedures described in CHM.***

The use of weapons on board the aircraft is strictly prohibited

The pilot – in – command and other crew members are informed about the presence on board the aircraft of persons possessing weapons, their number and their seats by the mean of a written notice (see Annex 9).

If on board the aircraft are more than one armed person or there are persons escorting DEPA's, these are informed about each other's presence and seat location.

The authorized carriage of weapons in the passengers' cabin is permitted only by strictly complying with the rules following:

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- 2) the pilot-in-command is informed by the mean of a written notice on the seats of the armed persons;
- 3) the weapon is carried unloaded, hided under clothes;
- 4) ammunition is carried separately from the weapon.

Important: The local laws of the destination point may be more restrictive than the laws of the host country, in this cases are applied the more restricted rules.

The request on the authorized carriage of weapons is transmitted to Air Moldova Head of Aviation Security Service in advance, before the carriage planned date, (as minimum as 3 working days), so that the management of the company could have enough time to review the request.

Air Moldova should be informed about any incident and breach at following addresses: KIVZH9U and KIVGS9U, e-mail sodainic@airmoldova.md or on the tel: 022-52-60-82; tel/fax: 022-52-59-66.

- 1) The procedure on the authorized carriage of weapons in the passengers' cabin includes:
At registration, the passenger (excepting armed officers escorting protected officials) fills in the "On board arms carriage Notice" (see Annex 9) in 3 copies. Air Moldova station manager checks the accuracy of the filling. The passenger confirms in writing the information actuality mentioned in the notice, the familiarization prove with the rules of weapons carriage. A police representative checks in written the authorization to carry firearms and checks the firearm to be unloaded.
- 2) The first copy is given to the Avsec representative, after is transmitted to the document-manager for the further processing and storage. The second copy is given to the pilot-in-command to be kept in the flight's file; the third copy is attached by the station manager to passenger's boarding ticket to ensure that the passenger is informed on the acting rules.
- 3) Before accepting the weapon on board, the police officer has to make sure that the weapon is not loaded;

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- 4) A police officer accompanies the passenger to aircraft, and the Avsec inspector remains next to the aircraft until full door closing and engine start.

5.9 TREATMENT OF SUSPECT BAGS

Where the screener cannot determine whether or not the hold baggage contains any prohibited articles, it shall be rejected or rescreened to the screener's satisfaction.

5.10 HANDLING AND REMOVAL OF RESTRICTED ARTICLES

Personnel tasked primarily with the detection of restricted articles should be aware that many of these articles or substances are classified as dangerous goods in ICAO Doc. 9284.

Certain restricted articles, though prohibited from carriage in an aircraft cabin, may be transported in the hold provided these items do not endanger aircraft and are properly packed, sealed and authorized for carriage by Air Moldova. Such items should be processed in one of the following ways:

- a) placed in passenger hold baggage before check-in, unless the item may endanger the safety of the aircraft;
- b) confiscated and subsequently properly disposed of or destroyed;
- c) confiscated and kept in storage by the airport authority for eventual return to the passenger; or
- d) removed and, once properly prepared and packaged, transported in the hold of an aircraft for later return to the passenger at their ticketed destination.

The discovery of a weapon in a passenger's cabin baggage may be dealt with by closing the baggage and removing it from the passenger's reach or keeping the baggage within the X-ray equipment tunnel. The latter course of action should not be taken with a suspected explosive device, since this will severely hinder the work of explosive experts who have to deal with the device and could even worsen the shrapnel effect if the device were to explode. If the item is confirmed as a suspected explosive device, security personnel should refrain from touching it and should immediately carry out the standard suspected explosive device procedures.

Items confiscated at a screening checkpoint by a police officer or other enforcement authority should be handled and disposed of in accordance with national legislation. The airport security officer should ensure that an accurate record is maintained of all such items, as well as those found abandoned on airport property or on an aircraft. Information on such discoveries should

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be communicated to Air Moldova representatives so that additional passenger risk assessment and security measures can be introduced at boarding gates and the pilot-in-command made aware of the situation.

At home airport next procedure is applied for handling restricted articles:

1. Items and substances prohibited for carriage by air, found in cabin baggage or hold baggage of a passenger during security controls, are removed by the screener (police officer) according local procedure by filling in a report.
2. Removed items and substances, which may be found in free sale, but are prohibited for carriage by air, are transmitted to the persons accompanying the passenger or kept at the airport in special arranged rooms.
3. The passenger on which baggage or himself, were discovered dangerous items or substances, for which fabrication, retention or carriage administrative or penal charge is imposed according acting Republic of Moldova legislation (weapons, ammunition, explosive devices and substances, drugs, toxic and radioactive substances), is denied boarding. The police officer confiscates the prohibited articles by filling in all necessary documents, in the order stated by administrative or penal legislation.
4. After removal, toxic, explosive, radioactive substances must be handled by strictly following safety and security rules. It is strictly prohibited to unwrap, deactivate items containing toxic, radioactive or explosive substances. For this purpose, at the security check point an expert is called (e.g. Bomb disposal teams) that decides on the necessity and manner of storage, destruction or transfer of these items and substances to appropriate authorities.
5. Dangerous items and substances which can be used to endanger the safety of passengers and crew, that are find on passengers, but are permitted for carriage by International rules of air carriers and by customs authorities, are withdrawn during flight and handled to the pilot-in-command. These are returned to passenger at destination point.

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5.11 PROCEDURES FOR MISHANDLED BAGGAGE

Mishandled Baggage is baggage that has been involuntarily or inadvertently separated from passengers or crew.

Unidentified Baggage is baggage at an airport, with or without a baggage tag, which is not picked up by or identified with a passenger.

Unclaimed Baggage is baggage, which arrives at an airport and is not picked up or claimed by a passenger.

At host airports:

Secure storage areas are established where mishandled baggage may be held until forwarded, claimed or disposed of in accordance with local laws.

The arrival at an airport of such baggage is usually the result of it:

- being incorrectly tagged;
- arriving without a tag;
- missing a connecting flight;
- being carried on the wrong flight.

Such baggage should be held in a locked and secure storage cage or room. Access and key control must be properly supervised and the baggage subjected to additional security controls before being loaded into an aircraft. These controls could include a combination of:

- manual search;
- X-ray;
- simulation chamber;
- vapour or trace analysis;
- delaying onward dispatch for 24 hours or more.

Unclaimed baggage should be kept for a period of time as prescribed by the local authority and disposed of through that authority as unclaimed property.

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At home airport:

Mishandled and unclaimed baggage is stored in special rooms, where only authorized personnel have access.

Records of mishandled and unclaimed baggage are performed by a Baggage search agent in a special register, where is stated all necessary information regarding mishandled and unclaimed baggage:

- Date and flight number;
- Departure point and destination point;
- Baggage tag number;
- Baggage place numbers and weight;
- Records regarding disposal, forwarding or claiming to air carriers.

According the established rules, baggage is disposed only to the passenger to whom it belongs by presenting the passport and PIR (Property Irregularities Report). If from a specific reason the passenger cannot claim its baggage, it could be disposed to a third person only having notary authorization.


Baggage is stored for 3 months. After this period, unclaimed baggage is transmitted to an Air Moldova representative that is confirmed through appropriate documentation.


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7. MEASURES FOR PASSENGER AND BAG RECONCILIATION

7.1 PURPOSE OF MEASURES

Passengers and baggage reconciliation is the procedure meant to avoid that a specific baggage be loaded into an aircraft without the passenger that did check-in that baggage, unless it is an unaccompanied baggage.

7.2 DESCRIPTION OF PROCEDURES

Following baggage reconciliation procedures are applied to international flights:

- (a) Accept and transport checked baggage only if it is properly marked externally to permit identification with the passengers to whom it belongs;
- (b) Confirm that the passenger to whom the baggage belongs travels on the intended flight;
- (c) Not permit the flight to depart with the baggage of a passenger who has failed to board or, in the case of a transit passenger, who fails to re-board, unless the baggage is subjected to other security control measures; and
- (d) Ensure that checked baggage, prior to being loaded on the aircraft, will be held in an area of the airport to which only authorised persons may have access.


A. MANUAL BAGGAGE RECONCILIATION AT ORIGINATING CHECK-IN

The following is an effective procedure for manual passenger/baggage reconciliation:

- (a) At check-in, passengers are to be required to positively identify their items of baggage and the number of separate pieces;
- (b) An item of baggage is not to be accepted for check-in unless the passenger's name is cleanly printed on the outside of each item of baggage;
- (c) Checked-baggage labels are to be issued for each individual item;
- (d) The check-in agent is to record the total number of pieces on passenger records (coupon or computer) and on each baggage label to assist in recovery of all items in the event an off-load is required;
- (e) Baggage tags are to be strictly controlled so they are inaccessible to persons other than authorised employees or agents acting on behalf of Air Moldova;
- (f) Once accepted, baggage must be kept in a secure area to prevent any person from introducing any device or other dangerous item into the baggage;

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- (g) Crew baggage is to be identified with individual crew members at acceptance;
- (h) Immediately prior to boarding and where necessary confirmed by head-count on board the aircraft, boarding passes are to be checked with each individual passenger and counted against the total passenger count at check-in;
- (i) Where it is found that any person has failed to board, that person is to be identified and all items of baggage of the passenger must be off-loaded (or not loaded) before the aircraft departs;
- (j) In practise, efforts to trace the missing passenger should be made, including public address announcements, before off-loading procedures are initiated; and
- (k) Where a passenger has failed to board and the identity of the passenger and the reason for failure to board are unknown, or where the passenger leaves the aircraft after boarding for any reason, the baggage will in any event have to be off-loaded from the aircraft.

B. INTERLINED CHECKED BAGGAGE RECONCILIATION

Checked baggage is to be accepted for interlining between two different operators under next conditions:


- (a) An interline agreement is in place between these two operators;
- (b) If interline through check-in (ITCI) is in place between these two operators, passengers may be checked to the final destination. If not (due to technical issues/limitations of check-in systems), they are checked-in in transit area (at gate) for the connection flight.
- (c) Baggage and passenger reconciliation is performed at departure point;
- (d) Additionally to the reconciliation performed at departure point, another baggage and passenger reconciliation is performed at the transit stop.

7.2.1 DETAILS OF EQUIPMENT IF AUTOMATED

A fully automated passenger and baggage reconciliation system uses computer-generated bar code tags and wireless laser bar code scanners to read printed baggage tags, and is linked to external systems such as a departure control system. The system matches all loaded baggage with the passengers and, in addition, tracks baggage location within the airport, at the gate and on the aircraft.

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An automated baggage reconciliation system is designed to:

- a) Determine whether a piece of baggage can be positively matched to a verified, boarded passenger before it is loaded onto a departing aircraft;
- b) Identify baggage that has to be offloaded because the passenger to whom it belongs failed to board the aircraft; and
- c) Produce flight reconciliation and flight manifest reports to highlight mismatches.

A key component of an automated passenger and baggage reconciliation system is the capability to ensure that each person who checks in a bag is the same person who boards the aircraft and not someone who has taken the original passenger's place. To achieve this, a passenger identification document check is being undertaken at check in and at the boarding gate.

7.2.2 DETAILS OF MANIFEST IF RELEVANT

To facilitate effective and efficient passenger and baggage reconciliation, each item of hold baggage processed for a flight should be recorded and accounted for on a hold baggage manifest, which may comprise several documents such as an annotated transfer baggage list, gate baggage manifest, crew baggage manifest and unaccompanied baggage manifest. The hold baggage manifest should clearly identify entries related to accompanied and unaccompanied hold baggage.

The hold baggage manifest is used to ensure that all baggage loaded on the aircraft is intended for the flight and that each unaccompanied baggage has been subjected to appropriate enhanced security controls. The hold baggage manifest is completed only when Air Moldova (or its representative) is satisfied that all loaded baggage has been correctly accounted for and that all appropriate security controls have been applied prior to pushback.


7.2.3 IDENTIFICATION OF NO-SHOW PASSENGERS

In case a passenger did not show-up, the following procedure is applied by ground handling staff:

- a) The name of the missing passenger is found out;

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- b) A check is performed in order to reveal if a baggage was checked-in against missing passenger's name;
- c) A head count by cabin crew must be requested, checked if the passenger is on board;
- d) An individual nominative call for the passenger is made (on board, at the gate and in the terminal);
- e) check-in errors must be verified (e.g. checked twice);
- f) A check with immigration and/or customs must be accomplished in case if the passenger was delayed there;
- g) If the passenger does not show-up in reasonable time, the passenger needs to be off-loaded:
 - If the passenger has no checked-in baggage:
 - The passenger must be offloaded from DCS (Departure Control System);
 - Load control and/or crew must be advised.
 - If the passenger has checked baggage:
 - The baggage tag numbers stored in the passenger check-in file must be retrieved from DCS;
 - Ramp supervisor must be requested to immediately offload the baggage;
 - The passenger must be offloaded from DCS;
 - Load control and/or crew must be advised.

7.2.4 IDENTIFICATION OF UNACCOMPANIED BAGGAGE

If a passenger is not on board an aircraft, the hold baggage corresponding to his boarding ticket or equivalent will be considered as unaccompanied.

Air Moldova will ensure that each item of unaccompanied baggage is clearly identifiable as authorised for carriage by air.

Unaccompanied baggage will be screened so as to reasonably ensure that it does not contain any prohibited articles unless they have been declared (see point 11.3).




7.2.4.1 FACTORS BEYOND THE PASSENGER'S CONTROL

The reason that the baggage became unaccompanied shall be recorded before it is loaded onto an aircraft, unless appropriate security controls have been applied.

- a. the baggage has been delayed between two connecting flights due to unforeseen reasons and was not loaded for the next flight;
- b. due to a hold baggage carriage system error, that laid to a delay and made impossible the loading of the baggage in the aircraft;
- c. during transfer, the baggage was loaded by mistake in the wrong aircraft by the handling agent;
- d. the baggage was incorrectly tagged;
- e. the baggage arrived without tag;
- f. Baggage offloaded due to insufficient pay load.

During evaluation of the reasons laid down in points a, b, c Air Moldova will ensure that the passenger did travel with the flight where he/she was checked-in.



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7.3 PROCEDURES FOR SCREENING OF UNACCOMPANIED BAGGAGE

Unaccompanied baggage is not to be carried on board an aircraft, except is made for the case where baggage was separated from the passenger due to factors beyond the passenger's control or when are subjected to appropriate security controls.

7.3.1 STANDARD OF SCREENING

The following methods, either individually or in combination, will be used to screen unaccompanied hold baggage:

- a. a hand search; or
- b. x-ray equipment; or
- c. explosion detection systems (EDS); or
- d. explosive trace detection (ETD) equipment.

Where the screener cannot determine whether or not the hold baggage contains any prohibited articles, it shall be rejected or rescreened to the screener's satisfaction.

In case unaccompanied baggage is being hand searched, the control must be supplemented with a ETD equipment screening.

In case unaccompanied baggage is being screened using x-ray equipment, the baggage must be examined from two different angles by the same operator.

7.3.2 LOCATION OF SCREENING

The location where baggage security screening is performed must be designed in a way that could allow an easy baggage check and be equipped with all necessary security equipment.


The location where baggage hand search is being performed must be separated from the location where the hold baggage is being screened by mean of security equipment.

Air Moldova or the handling agent will ensure that no unauthorized person has access to facilities where baggage is stored before being loaded in an aircraft and that only registered baggage for a specific flight will be loaded for that flight.

At home airport hold baggage is being security screened in two security check points in the baggage handling area of the main terminal that is being located into Security Restricted Area.

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Also, in other two security check points in VIP terminal and Official Delegations Hall where passengers, their carry-on baggage and hold baggage is being security screened.

7.3.3 DETAILS OF SCREENING EQUIPMENT

Screening equipment must have all necessary approvals according legal provisions.

The requirements for x-ray equipment are applied to all security equipment using x-ray to create radioscopic images that are evaluated by the staff responsible for security screening performance.

These are conventional x-ray equipment, conventional x-ray equipment with TIP installed, explosives detection system (EDS) or explosive trace detection (ETD) equipment.

All items regardless their type or dimension will be security screened.


Any unauthorized improvement, maintenance or repair is prohibited. Hardware or software elements of the security screening equipment will not be replaced without a prior check of the potential secondary effects on the equipment performance. The composition of the screening equipment band will not be modified without checking if that change does not affect the quality of the radioscopic image.

At Chisinau Airport regular x-ray equipment is being used for screening unaccompanied baggage.

All technical requirements, method of operation and technical maintenance are being described in Annex 12 of Chisinau International Airport Aviation Security Programme.

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7.3.4 DETAILS OF OPERATOR OF SERVICE PROVIDER

The entity performing security screening must ensure controls performed only by trained and certified staff according to National Aviation Security Programme of the state where unaccompanied baggage is being screened.


At home airport according the Law on Aviation Security of Republic of Moldova, unaccompanied baggage security screening is performed by the Police staff.

The training of operators performing unaccompanied baggage screening is performed according the National Aviation Security training programme. The certification of operators performing unaccompanied baggage screening is accomplished by CAA of RM.

The operators performing unaccompanied baggage screening, when performing their duties follow the standard operational screening procedures for unaccompanied hold baggage described in Annex 10 to Airport Aviation Security Programme.

At host airports are applied local procedures and regulations according national legislation.




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10. SECURITY OF AIRCRAFT CLEANING OPERATIONS

At home airport SA "Airport Handling" handling agent ensures the appropriate security measures so that prohibited items cannot be taken on board Air Moldova aircrafts basing their own security programme, approved by Republic of Moldova CAA. The programme also includes personnel training and background checks of all the personal that has access to the security restricted area with the purpose to not give access to the previously convicted persons.


"Airport Handling" staff as well as cleaning stores and supplies that are being used for aircrafts cleaning purposes must undergo a security screening with the purpose to reveal prohibited/dangerous items (before each flight). After security screened, on the cleaning supplies, a sticker containing the date and the number of the handled flight is applied. After the aircraft is being cleaned, "Airport Handling" staff removes from the aircraft all cleaning and technical items. Any left objects will be treated as potentially dangerous.

At host airports are applied local laws and procedures concerning aircraft cleaning, stores and supplies settled out by appropriate authorities of those states, including initial and recurrent security training, and background check of all personnel .

10.1 PURPOSE OF MEASURES

Cleaning stores and supplies intended for carriage and/or use on passengers' flights may provide a means to introduce weapons, explosives or other dangerous device on board an aircraft. Therefore, security controls will be implemented to ensure that such cleaning stores and supplies do not include restricted articles that could endanger the safety of passengers, crew and aircraft.

The appropriate authority of each state where Air Moldova performs flight, will require cleaning companies to implement security measures and best practices common with the civil aviation industry, to ensure that their operations are not used as a means to commit an act of unlawful interference. In this regard, aircraft cleaning companies will be requested to establish a security programme consistent with their operations, which should be approved by the appropriate authority.

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10.2 DESCRIPTION OF MEASURES

An aircraft cleaning company must have and implement an aviation security programme and must designate a responsible person for implementing security measures and control over application of these measures.

Air Moldova will accept on board its aircrafts only cleaning stores and supplies subjected to security controls.

Stores and supplies will be subjected to security controls as specified in 10.3 before being accepted into a security restricted area.

A 100 % security screening of cleaning stores and supplies is performed at home airport by Police staff, at host airports by appropriate local authorities.


A 100 % security control is applied to staff of aircraft cleaning companies.


During cleaning operations next security procedures will be strictly followed:

- a) no prohibited articles or substances will be introduced or used on board aircraft;
- b) aircraft cleaning stores and supplies will be subjected to security controls before getting on board an aircraft;
- c) cleaning staff and the vehicle used for their transportation will be subjected to security controls;
- d) unauthorized access will be prevented at facilities where stores and supplies are stored;
- e) continuous surveillance of entries/egresses of stores and supplies in/from facilities;
- f) during performance of duties, cleaning staff will be instructed to not interfere with crew, passengers, aircraft safety.

If a regulated agent/ known supplier programme is applicable, and facilities are located outside a security restricted area, the transportation of stores and supplies will be performed in locked and sealed vehicles. The interior of these vehicles will be verified each time before loading stores and supplies. When such vehicle enters a security restricted area, seals and locks are verified. If any sign of tampering, a repeated security control will be performed.

An aircraft cleaning company will ensure that the processing of cleaning stores and supplies are performed by properly recruited and trained staff. All personnel with the right to access a

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security restricted area must undergo pre-employment and background checks at least every 5 years and should hold a valid security access card.

An aircraft cleaning company will maintain proper employment and training records, including background checks. Such records will be maintained for the duration of employment with the company, and in accordance with provisions in the local national civil aviation security programme. Such records will have also to be presented during Air Moldova audits and inspections.

Aircraft cleaning companies will be periodically verified through quality control measures by Air Moldova in order to monitor if security aspects specified in agreements between these two parties are upheld by the supplier.



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10.2.1 STANDARD OF ACCESS CONTROL TO CLEANING STORES

Aircraft cleaning company facilities must be fenced and all access points appropriately secured (physical guarding, access control system, surveillance system) or locked. All persons accessing these facilities must possess a personal access card or other authorizing document. If aircraft cleaning company facilities are located within a security restricted area, all airside security requirements should be met:

- personnel, visitors and vehicles access control system;
- personnel, visitors and vehicles security screening before accessing the security restricted area;
- personnel pre-employment and background checks;
- personnel security awareness;
- Perimeter security ensured (CCTV monitoring, patrolling, fenced etc.).

If facilities are located outside the airport perimeter, supplies will be subjected to security controls before loaded into locked and sealed vehicles.

Cleaning stores and supplies are being considered cleaned (after security controls applied) if:

- a) Are physically protected in order to prevent unauthorized access; or
- b) Are not left unattended, and access is permitted only to persons involved in guarding and delivery of stores and supplies in a security restricted area.

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10.3 SECURITY CONTROLS APPLIED TO CLEANING STORES AND SUPPLIES

When performing cleaning stores and supplies security controls, means and methods used must consider the nature of the stores and supplies and to correspond to a standard sufficient to reasonably ensure, that no prohibited articles are concealed within stores and supplies.

The following means or method of screening, either individually or in combination, should be applied:

- a) visual check;
- b) hand search;
- c) x-ray equipment;
- d) explosive detection systems (EDS) equipment;
- e) explosive trace detection (ETD) equipment; and/or

A. Screening method – Visual checks

A visual check should consist of a thorough visual check of the stores and supplies and should only be allowed:


- a) in combination with other methods; or
- b) where all parts of the stores and supplies can actually be seen, with or without aids.

B. Screening method – Hand searches

A hand search should consist of a thorough manual check of the stores and supplies.

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11. SECURITY OF CARGO, MAIL, COURIER AND EXPRESS PARCELS

All cargo, mail, courier and express parcels to be carried on an Air Moldova aircraft shall be subjected to security controls prior to being loaded on an aircraft. The assigned Handling Agents should not accept cargo, mail, courier and express parcels for carriage on an Air Moldova aircraft unless it has applied such controls itself or their application has been confirmed and accounted for by a regulated agent, a known consignor or account consignor and the consignment has been protected from unauthorised interference from the time that security controls were applied and until loading, or if the consignment is exempt from screening (according to point 11.2.9) and has been protected from unauthorised interference from the time that it became identifiable air cargo or identifiable air mail or courier and express parcels to be carried on an aircraft and until loading.

All Air Moldova procedures related to cargo, mail, courier and express parcels are in compliance with national provisions of states where flights are performed.

11.1 PURPOSE OF MEASURES

The purpose of security measures is to prevent that weapons, explosives and other prohibited items get on board Air Moldova aircraft through cargo consignments, mail or express parcels that could be used to commit acts of unlawful interference which could endanger the safety of the aircraft, passengers and crew.

In the context of air cargo security, it is essential to remain vigilant at all times to ensure that cargo, mail, courier and express parcels do not become an avenue for acts of unlawful interference against civil aviation. Cargo may be perceived as an attractive medium of attack because:

- a) The industry itself is complex and perpetually growing;
- b) Staffing levels must meet industry growth, thus expanding the pool of workers who are knowledgeable about cargo operations and its possible weaknesses; and
- c) Less stringent security measures are applied to cargo operations, unlike other types of aviation operations for which security measures, including the use of advanced technologies, have adapted quickly to changes in threats and the operating environment.

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11.2 DESCRIPTION OF MEASURES FOR CARGO, MAIL, COURIER AND EXPRESS PARCELS

11.2.1 PROCEDURES FOR ACCEPTANCE

In order to accept cargo, mail, courier and express parcels on board an Air Moldova aircraft, next steps shall be followed:

- a) Strict control of accompanying consignments documents according instructions lied down in Cargo Handling Manual;
- b) Physical examination of consignments, according instructions lied down in Cargo Handling Manual;
- c) Screening of consignments and application of security status on accompanying documents or issuance of a separate cargo security declaration, according point 11.2.5 of the present Programme;
- d) Final acceptance on board of aircraft.

Cargo, mail, courier and express parcels may be tendered for carriage by another airline, a forwarder, or a direct shipper.

After security cleared, until shipping to destination point, cargo and mail are being stored in an isolated box, to avoid access by unauthorised persons.

Prohibited articles in cargo consignments

The following should be considered as prohibited articles in consignments of cargo:

- Assembled explosive and incendiary devices that are not carried in accordance with the applicable safety rules.

At home airport, when receiving cargo or mail on the airport's commercial warehouse, the airport's security employee, together with the cargo and/or mail acceptance/delivery agent visually check cargo, police staff is performing the screening by making a note about the screening performed on the accompanying documents.

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In case it is not possible to appreciate the cargo threat level and confirm the absence of items and/or substances prohibited to be carried on board a civil aircraft, shipment is denied loading into an aircraft or screened until determined safe for carriage.

At home airport screening of all cargo carried on a passengers aircraft, is performed by Police staff and Customs staff immediately after accepted for carriage in the airport cargo warehouse. Cargo delivery to the aircraft after its handling is performed in the presence of the police officers. The loading into the aircraft is performed under the surveillance of airport's and/or Air Moldova aviation security services.

A not valid or not being subjected to custom's control cargo, also the cargo with visible package integrity violation is not allowed to be loaded into the aircraft.


11.2.1.1 ACCEPTANCE OF CARGO, MAIL, COURIER AND EXPRESS PARCELS

All consignments accepted from known shippers and/or regulated agents will be deemed to have met required security provisions.

All consignments from persons other than known shippers or regulated agents are being physically searched, electronically screened or screened by other means. In addition, a person other than a known shipper or regulated agent must provide acceptable documentation as to identify, the details of which shall be recorded.

Unaccompanied baggage shipped as cargo it is being treated as originating from a person other than a known shipper or regulated agent.

All courier traffic moving as cargo or baggage and express parcel consignments are being x-rayed, physically searched or screened by other means prior to carriage.

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1. Acceptance of mail

The responsibility for security screening of mail in Chisinau Airport is of the police authorities responsible for screening. At host airports, responsibility for security screening of mail is of the appropriate authorities of concerned state.

2. Safe custody

Air Moldova takes all necessary measures from the time of acceptance and until completion of air transportation, cargo, courier, express parcel and mail consignments to be subjected to security. The present Programme's specifications require that the access to cargo storage areas should be controlled.

3. Right of inspection and refusal of carriage

Air Moldova reserves the right to examine, or cause to be examined, the packaging and contents of all cargo, courier, express parcels or mail consignments and to enquire into the correctness or sufficiency of information or documentation tendered in respect of any consignment;

Air Moldova reserves the right, without assuming any liability, to refuse, delay or return any cargo, courier, express parcels or mail consignments when circumstances so require or for security reasons. If it is suspected that they may contain explosives or dangerous devices or would be transported in violation of applicable laws and regulations.

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11.2.2 REGULATED AGENT SCHEME AND CRITERIA

11.2.2.1 APPROVAL OF REGULATED AGENTS

The regulated agents should be approved by the appropriate authority.


The approval as a regulated agent should be site specific. A regulated agent must be capable to present, on request, proof of being an approved regulated agent.

Any entity that applies security controls as referred to in point 11.2.2.3 should be approved as a regulated agent. This includes third party logistics providers responsible for integrated warehousing and transportation services, air carriers and handling agents.

11.2.2.2 SUBCONTRACTING OF SECURITY MEASURES

A regulated agent may subcontract:

- a) any of the security controls referred to in point 11.2.2.3 to another regulated agent;
- b) any of the security controls referred to in 11.2.2.3 to another entity, where the controls are carried out at the regulated agent's own site or at an airport, and are covered by the regulated agent's or airport security programme;
- c) any of the security controls referred to in point 11.2.2.3 to another entity, where the controls are carried out elsewhere than at the regulated agent's own site or at an airport, and the entity has been certified or approved and listed for the provision of these services by the appropriate authority; and
- d) the protection and transportation of consignments to a haulier that meets the requirements of point 11.6.

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11.2.2.3 SECURITY CONTROLS TO BE APPLIED BY A REGULATED AGENT

11.2.2.3.1 ACCEPTANCE OF CONSIGNMENTS

1) Origin of the consignments

When accepting any consignments, a regulated agent should establish whether the entity from which it receives the consignments is a regulated agent, a known consignor or none of these.

2) Person delivering the consignments

The person delivering the consignments to the regulated agent or air carrier should present an identity card, passport, driving licence or other document, which includes his or her photograph and which has been issued or is recognised by the national authority. The card or document should be used to establish the identity of the person delivering the consignments.

3) Establishment of the security status

When accepting consignments from a regulated agent, the receiving regulated agent should establish the security status of the consignment by verifying whether or not "SPX" or "SCO" is indicated on the accompanying documentation. If there is no such indication, it should be deemed that no security controls have previously been applied.


4) Consignments previously secured


When accepting consignments to which security controls have previously been applied, the regulated agent should establish the identity and address of the agent or consignor.

5) Consignments not previously secured

When accepting consignments to which not all required security controls have previously been applied, the regulated agent should ensure that they are screened in accordance with point 11.2.5.

When accepting consignments to which not all required security controls have previously been applied, the regulated agent may also elect not to apply the security controls as referred to in point 11.2.2.3, but to hand the consignments over to another regulated agent to ensure the application of these security controls.

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- g) the site specific name and address, or unique identifier received from the appropriate authority, of any regulated agent who has accepted the security status given to a consignment by another regulated agent.

9) Consolidations

In the case of consolidations, the requirements under points 11.2.2.3.2, p. 8 c), e), f) and g) will be considered as met, if the regulated agent is able to establish the nature of the contents, the reason that the security status was issued and/or the name of the person who issued the security status and the date and time of issue, respectively, by a verifiable audit trail at any time before the consignment is loaded on an aircraft and afterwards for the duration of the flight or for 24 hours, whichever is the longer.


11.2.2.3.2 PROTECTION OF SECURED CONSIGNMENTS

After the security controls referred to in point 11.2.2.3.1 have been applied, the regulated agent should ensure that:

- a) access to these consignments is controlled; and
- b) these consignments are protected from unauthorised interference until they are handed over to another regulated agent or air carrier.

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11.2.3 KNOWN CONSIGNOR SCHEME AND CRITERIA

11.2.3.1 APPROVAL OF KNOWN CONSIGNORS

The known consignors should be approved by the appropriate authority.

11.2.3.2 SECURITY CONTROLS TO BE APPLIED BY A KNOWN CONSIGNOR

A known consignor should ensure that:

- a. there is a level of security on the site or at the premises sufficient to protect identifiable air cargo, identifiable air mail or courier and express parcels from unauthorised interference; and
- b. all staff with access to identifiable air cargo, identifiable air mail or courier and express parcels to which the required security controls have been applied have been recruited and trained.
- c. during production, packing, storage, despatch and/or transportation, as appropriate, identifiable air cargo, identifiable air mail or courier and express parcels are protected from unauthorised interference or tampering.


11.2.3.3 CONSIGNMENTS THAT NEED TO BE SCREENED

When, for whatever reason, these security controls have not been applied to a consignment, or where the consignment has not been originated by the known consignor for its own account, the known consignor should clearly identify this to the regulated agent so that point 11.2.2.3.1 point 5) can be applied.

The known consignor should accept that consignments to which the appropriate security controls have not been applied are screened in accordance with point 11.2.5.

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11.2.4 ACCOUNT CONSIGNOR SCHEME AND CRITERIA

11.2.4.1 DESIGNATION

Account consignors should be designated by a regulated agent.

11.2.4.2 DETAILED PROCEDURE

Account consignor means a consignor who originates cargo, mail, courier and expresses parcels for its own account and whose procedures meet common security rules and standards sufficient to allow carriage of that cargo on all-cargo aircraft or mail on all-mail aircraft.

Premises

Access to areas where consignments of identifiable air cargo/air mail /courier and express parcels are prepared, packaged and/or stored shall be controlled to ensure that no unauthorised persons have access to the consignments.

Visitors shall be accompanied at all times in, or prevented access to, those areas where consignments of identifiable air cargo/air mail /courier and express parcels are prepared, packaged and/or stored.

Staff

The integrity of all staff being recruited who will have access to identifiable air cargo/air mail /courier and express parcels shall be verified. This verification shall include at least a check of the identity (if possible by photographic identity card, driving licence or passport) and a check of the curriculum vitae and/or provided references.


All staff who have access to identifiable air cargo/air mail /courier and express parcels shall be made aware of their security responsibilities as set out in these instructions.

Responsible nominee

At least one person responsible for the application and control of these instructions shall be nominated (responsible nominee).

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Consignment integrity

Consignments of air cargo/air mail /courier and express parcels shall not contain any prohibited articles, unless they have been properly declared and subjected to the applicable laws and regulations.

Consignments of air cargo/air mail /courier and express parcels shall be protected against unauthorised interference.

Consignments of air cargo/air mail /courier and express parcels shall be adequately packaged and, where possible, include tamper evident closure.

Consignments of air cargo/air mail /courier and express parcels being shipped shall be fully described on the attached documentation together with correct addressing information.

Transport

Where the account consignor is responsible for the transport of consignments of air cargo/air mail /courier and express parcels, the consignments shall be protected against unauthorised interference.

Where a contractor is used by the account consignor:

- the consignments shall be sealed before transportation; and
- the Haulier declaration shall be agreed by the haulier who transports on behalf of the account consignor.


The signed declaration or a copy of the appropriate authority equivalent shall be retained by the account consignor.

Irregularities

Irregularities, apparent or suspected, related to these instructions shall be reported to the responsible nominee. The responsible nominee shall take appropriate action.

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Consignments from other sources

An account consignor may pass consignments which it has not itself originated to a regulated agent, provided that:

- they are separated from consignments which it has originated; and
- the origin is clearly indicated on the consignment or on accompanying documentation.

All such consignments must be screened before they are loaded on to an aircraft.

Unannounced inspections

Aviation security inspectors from the appropriate authority as well as Air Moldova auditors and inspectors may conduct unannounced inspections to verify compliance with these instructions. The inspectors will always carry an official pass, which must be produced on demand when an inspection is being conducted on account consignor's premises. The pass includes the name and photograph of the inspector.

Prohibited articles

Assembled explosive and incendiary devices shall not be carried in consignments of cargo, mail, courier and express parcels unless the requirements of all safety rules are met in full.

Declaration of commitments

The 'Declaration of commitments - account consignor' does not have to be signed and submitted to the regulated agent, if the account consignor is a holder of an AEO certificate referred to in ECAC Doc 30, Part I (Facilitation) – 11th edition, December 2009, Recommendation 3.3.

However, the account consignor must inform the regulated agent immediately if the account consignor company is no longer a holder of an AEO certificate. In this case, the regulated agent will inform the account consignor of how to ensure the account consignor status.

Consignments that need to be screened

When, for whatever reason, the security controls specified in point 11.2.4.2 above have not been applied to a consignment, or where the consignment has not been originated by the account consignor for its own account, the account consignor should clearly identify this to the regulated agent so that point 11.2.2.3.1 p. 5 can be applied.

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11.2.5 STANDARD OF SCREENING AND PHYSICAL EXAMINATION

All cargo, mail, courier and express parcels screening is performed right before loading into the aircraft by police staff. In airside enters only security cleared cargo, mail, courier and express parcels.

11.2.5.1 SELECTION OF APPROPRIATE METHODS OF SCREENING

When screening cargo, mail, courier and express parcels:

- a) the means or method most likely to detect prohibited articles should be employed, taking into consideration the nature of the consignment; and
- b) the means or method employed should be of a standard sufficient to reasonably ensure that no prohibited articles are concealed in the consignment.

11.2.5.2 PROCEDURE IN CASE OF DOUBT


Where the screener cannot be reasonably sure that no prohibited articles are contained in the consignment, the consignment should be rejected or be rescreened to his satisfaction.

11.2.5.3 STANDARDS OF SCREENING AND PHYSICAL EXAMINATION

Cargo, mail, courier and express parcels should be screened by at least one of the following methods:

- a) hand search;
- b) x-ray equipment;
- c) explosive detection systems (EDS) equipment;
- d) explosive detection dogs;
- e) explosive trace detection (ETD) equipment;
- f) visual check;
- g) metal detection equipment (MDE).



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1. Hand search

A hand search shall consist of a thorough manual check of the consignment, including all its contents.

2. X-ray

(1) By 1 July 2014, a consignment screened by single view x-ray equipment shall be examined from at least two different angles with least 60° and no more than 90° rotation by the same screener, if the depth of the consignment to be penetrated by the x-ray beam exceeds 130cm.

(2) Consignments for which the screener cannot reasonably ensure that they do not contain prohibited articles after screening from two different angles shall be either rejected or subjected to another appropriate means or method of screening.

3. ETD

(1) Screening by explosive trace detection (ETD) equipment shall consist of the analysis of trace particles or vapour samples taken from both the inside and the outside of the consignment and from its content.


(2) Trace particles or vapour samples shall be collected from at least the following areas:

- a) internal and external box seams, if applicable, under any protective wrapping, and
- b) a minimum of 2 external surfaces, under any protective wrapping, and
- c) any areas used for manual handling or lifting, and
- d) any areas which appear to have been subject to tampering.

(3) ETD equipment may not be used, other than in combination with other appropriate means or methods, for screening consignments if any of the following conditions apply:

- a) if it is not possible to access any area listed at point (2) a) – d) above, or
- b) the consignment surfaces are wet or damp, or



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- c) the consignment surfaces are obscured or otherwise protected by packing material which may reduce or impede the effectiveness of the sample collection.

4. Visual check

A visual check shall consist of a thorough visual check of the consignment and shall only be allowed:


- a) In combination with other methods, or
- b) where all parts of the consignment can actually be seen, with or without aids, or
- c) for live animals.


5. Metal detection equipment

Metal detection equipment (MDE) shall only be used to screen consignments of cargo and mail which would not normally be expected to contain any metallic parts.

6. Other means of screening

No other means of security screening shall be applied to shipments to be carried on Air Moldova aircrafts. If none of the means or methods specified in points 11.2.5.3 above can be used, the shipment shall be refused for loading and carriage.

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11.2.5.4 SECURITY CONTROLS

All cargo, mail, courier and express parcels should be screened by a regulated agent or an authorised agency or appropriate authority where regulated agent programme does not apply, before being loaded on to an aircraft, unless:

- a) the required security controls have been applied to the consignment by a regulated agent and the consignment has been protected from unauthorised interference from the time that those security controls were applied and until loading; or
- b) the required security controls have been applied to the consignment by a known consignor and the consignment has been protected from unauthorised interference from the time that those security controls were applied and until loading; or
- c) the consignment is exempt from screening in accordance with point 11.2.9 and has been protected from unauthorised interference from the time that it became identifiable air cargo or identifiable air mail or courier and express parcels and until loading.


11.2.5.5 STANDARD SECURITY DECLARATION

Air Moldova requires a security declaration form as a further security measure, which requires the forwarding agent to provide and certify the origin and history of the consignment (See Annex 12). Alternatively the security status of the consignment shall be indicated in the accompanying documents.

11.2.5.6 SCREENING IN CASE OF SIGNS OF INTERFERENCE

Where there is any reason to believe that a consignment to which security controls have been applied has been tampered with or has not been protected from unauthorised interference from the time that those controls were applied, it should be re-screened before being loaded on to an aircraft.

Consignments which appear to have been significantly tampered with or which are otherwise suspect shall be treated as high risk cargo or mail (HRCM).

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11.2.6 LOCATION OF SCREENING AND PHYSICAL EXAMINATION

The location where cargo, mail, courier and express parcels security screening is performed must be designed in a way that could allow an easy cargo, mail, courier and express parcels check and be equipped with all necessary security equipment.

The entity responsible for cargo, mail, courier and express parcels security will ensure that no unauthorized person has access to facilities where cargo, mail, courier and express parcels are stored before being loaded in an aircraft and that only security cleared cargo, mail, courier and express parcels will be loaded for that flight.

At home airport cargo, mail, courier and express parcels are being security screened in one security check point located in the airport's Security Restricted Area.

11.2.7 DETAILS OF SCREENING EQUIPMENT

Any equipment used to screen cargo, mail, courier and express parcels it is being capable of assisting its training operator in the detection of explosives or dangerous devices.


Security screening equipment must:

- Be approved by the appropriate authority;
- Security screening equipment used at Chisinau International Airport is described in point 4.2.3 of the present Programme;
- Be maintained in accordance with manufacturers' requirements;
- Be daily calibrated;
- All records should be kept at least for 5 years (and presented during Air Moldova audits);
- Detain purchasing documentation in an all-accessible place (confirming purchasing from an authorized manufacturer);
- Maintenance personnel must be authorized by manufacturer or other approved body and correspondingly trained.

Any unauthorized improvement, maintenance or repair is prohibited. Hardware or software elements of the security screening equipment will not be replaced without a prior check of the potential secondary effects on the equipment performance. The composition of the screening

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equipment band will not be modified without checking if that change does not affect the quality of the radioscopic image.

At Chisinau Airport regular x-ray equipment is being used for screening cargo and mail.

All technical requirements, method of operation and technical maintenance are being described in Annex 12 of Chisinau International Airport Aviation Security Programme. At home airport the equipment used is approved by Republic of Moldova CAA as being suitable for the task and it is being maintained and serviced so as to meet manufacturers' specifications as well as local health, safety and regulatory requirements.

At host airports are applied local laws and regulations.

11.2.8 DETAILS OF OPERATOR OR SERVICE PROVIDER

Persons involved in security screening of cargo, courier, express parcel or mail consignments are being subject to pre-employment checks and are trained to a level of proficiency established by appropriate authorities. The security screening personnel shall be trained on a frequency according ICAO Doc. 8973 Aviation Security Manual, Ed 8, 2011, Chapter 8 Recruitment, selection and training, p. 8.3.6 Screeners.


Security screening personnel must successfully undergo the course Dangerous Goods Regulations for Security Staff (ICAO, IATA, Cat. 12) by an approved training entity.


At home airport according the Law on Aviation Security of Republic of Moldova, cargo, mail, courier and express parcels security screening is performed by Police staff.

The training of operators performing cargo, mail, courier and express parcels screening is performed according the National Aviation Security training programme. The certification of operators performing cargo, mail, courier and express parcels screening is accomplished by CAA of RM.

The operators performing cargo, mail, courier and express parcels screening, when performing their duties follow the standard operational screening procedures for cargo, mail, courier and express parcels described in Annex 10 to Airport Aviation Security Programme.

At host airports are applied local procedures and regulations according national legislation.

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11.2.9 LIST OF EXEMPTIONS FROM SECURITY SCREENING OR PHYSICAL EXAMINATION

The following consignments may be exempted from screening:

- a) time-critical consignments of life-saving materials, provided that they come from a reliable source and are accompanied by appropriate documentation;
- b) bio-medical samples which may be damaged if subject to screening, provided that they come from a reliable source and are accompanied by appropriate documentation;
- c) nuclear materials, provided that they are protected in accordance with the Convention on the Physical Protection of Nuclear Materials, New York and Vienna, 3 March 1980;
- d) consignments which are individually less both than 6 millimetres in thickness and than 250 grams in total weight;
- e) consolidations composed uniquely of consignments exempted under d); and
- f) transfer cargo and mail unless:
 - if there is any information received that the cargo or mail cannot be considered as having been subject to appropriate security controls;
 - it has not previously been screened or subject to security controls by a regulated agent or known consignor and is to be transferred from an all-cargo or all-mail aircraft to a passenger aircraft;
- g) for objective reasons, government mail or cargo where security and protection is ensured by that Member State;
- h) on the basis of a risk assessment, cargo and mail transported on individual ad-hoc flights operated on account of a single consignor.

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11.2.9.1 RELIABLE SOURCES

For the purposes of point 11.2.9 a) and b), reliable sources should include established medical and charitable organisations, for which the regulated agent or appropriate authority has confirmed:


- a) the address; and
- b) the nature of the business or operation; and
- c) contact details of a person accepting responsibility for the consignment; and
- d) VAT reference number or company registration number.

The documentation should indicate the source of the consignment, details of the intended recipient and a description of the contents.

11.2.9.2 OTHER EXEMPTIONS

The appropriate authority may, on the basis of a risk assessment, allow the following consignments to be exempted from screening or to be subjected to special security procedures:

- a) A diplomatic bag provided that the bag is accompanied by diplomatic documentation and an air waybill and is in compliance with the Vienna Convention on Diplomatic Relations; and
- b) Consignments of mail comprised only of items that are individually 2000 grams or less in total weight and which are carried on all-mail flights within an EU Member State, for delivery to an address within that EU Member State.

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11.3 DESCRIPTION OF MEASURES FOR UNACCOMPANIED BAGGAGE AND PERSONAL EFFECTS CARRIED AS CARGO

Unaccompanied baggage is not to be carried on board an aircraft, except is made for the case where baggage was separated from the passenger due to factors beyond the passenger's control or when are subjected to appropriate security controls.

11.3.1 STANDARD OF SCREENING AND HAND-SEARCHING

The following methods, either individually or in combination, will be used to screen unaccompanied hold baggage:

- a. a hand search; or
- b. x-ray equipment; or
- c. explosion detection systems (EDS); or
- d. explosive trace detection (ETD) equipment.

Where the screener cannot determine whether or not the hold baggage contains any prohibited articles, it shall be rejected or rescreened to the screener's satisfaction.

In case unaccompanied baggage is being hand searched, the control must be supplemented with a ETD equipment screening.

In case unaccompanied baggage is being screened using x-ray equipment, the baggage must be examined from two different angles by the same operator.

11.3.2 LOCATION OF SCREENING AND SEARCHING

The location where baggage security screening is performed must be designed in a way that could allow an easy baggage check and be equipped with all necessary security equipment.


The location where baggage hand search is being performed must be separated from the location where the hold baggage is being screened by mean of security equipment.

Air Moldova or the handling agent will ensure that no unauthorized person has access to facilities where baggage is stored before being loaded in an aircraft and that only registered baggage for a specific flight will be loaded for that flight.

At home airport hold baggage is being security screened in two security check points in the baggage handling area of the main terminal that is being located into Security Restricted Area.

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Also, in other two security check points in VIP terminal and Official Delegations Hall where passengers, their carry-on baggage and hold baggage is being security screened.

11.3.3 DETAILS OF SCREENING EQUIPMENT

Screening equipment must have all necessary approvals according legal provisions.

The requirements for x-ray equipment are applied to all security equipment using x-ray to create radioscopic images that are evaluated by the staff responsible for security screening performance.

These are conventional x-ray equipment, conventional x-ray equipment with TIP installed, explosives detection system (EDS) or explosive trace detection (ETD) equipment.

All items regardless their type or dimension will be security screened.

Any unauthorized improvement, maintenance or repair is prohibited. Hardware or software elements of the security screening equipment will not be replaced without a prior check of the potential secondary effects on the equipment performance. The composition of the screening equipment band will not be modified without checking if that change does not affect the quality of the radioscopic image.

At Chisinau Airport regular x-ray equipment is being used for screening unaccompanied baggage.

All technical requirements, method of operation and technical maintenance are being described in Annex 12 of Chisinau International Airport Aviation Security Programme.


11.3.4 DETAILS OF OPERATOR OR SERVICE PROVIDER

The entity performing security screening must ensure controls performed only by trained and certified staff according to National Aviation Security Programme of the state where unaccompanied baggage is being screened.

At home airport according the Law on Aviation Security of Republic of Moldova, unaccompanied baggage security screening is performed by the Police staff.

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The training of operators performing unaccompanied baggage screening is performed according the National Aviation Security training programme. The certification of operators performing unaccompanied baggage screening is accomplished by CAA of RM.

The operators performing unaccompanied baggage screening, when performing their duties follow the standard operational screening procedures for unaccompanied baggage described in Annex 10 to Airport Aviation Security Programme.

At host airports are applied local procedures and regulations according national legislation.

11.4 DESCRIPTION OF MEASURES FOR COURIER AND EXPRESS PARCELS

Same security measures are applied for cargo, mail, courier and express parcels (see point 11.2).

11.5 DESCRIPTION OF MEASURES FOR MAIL

Same security measures are applied for cargo, mail, courier and express parcels (see point 11.2).


The confidentiality of mail is protected by State legislation, which prohibits physical or technical screening, and defines that mail needs to be treated differently than other cargo consignments.


The lower threat level associated with individual items, and the technological and operational difficulties of screening every letter and package make it impractical to implement 100 per cent screening. While 100 per cent screening of mail is impracticable under normal conditions, the authorization to inspect mail will be granted by appropriate authorities if a threat assessment indicates that the measure is justified.

Some security controls will be applied to mail consignments in order to ensure that only known mail is placed on board an aircraft.

11.5.1 REGULATED POSTAL AUTHORITY/ADMINISTRATION SCHEME AND CRITERIA

Regulated postal authorities are members of the Universal Postal Union (UPU), a Specialized Agency of the United Nations that established international security standards for mail. Regulated postal authorities conduct business with aircraft operators, and apply security

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controls to mail as required by the appropriate authority, and in accordance with the Universal Postal Union Convention.

A regulated postal authority should be approved by the appropriate authority, and employ suitably selected, recruited and trained staff, in order to fulfil its obligations towards aircraft operators.

A regulated postal authority should:


- a) Transport mail to aircraft operators in prescribed UPU mail bags;
- b) Ensure that mail is delivered directly to aircraft operators by official postal authority employees and vehicles;
- c) Tag mail items with airmail bag labels and secure bags with prescribed ties;
- d) Ensure that all airmail consignments are accompanied by a delivery bill; and
- e) Retain copies of delivery bills after they have been signed by aircraft operators.

11.5.2 PROCEDURES FOR ACCEPTANCE

On accepting mail from a regulated postal authority, Air Moldova or a handling agent on its behalf will:

- a) Ensure that consignments are clearly identified as mail;
- b) Confirm that the quantity of bags specified in the delivery bill matches the number of bags received;
- c) Visually inspect all bags for signs of tampering;
- d) Store consignments in a dedicated secure area to protect them from unauthorized access; and
- e) Ensure that only authorized persons access mail storage areas on a need-to-know basis.



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11.6 SAFEGUARDING OF CARGO, MAIL, COURIER AND EXPRESS PARCELS

Consignments of cargo, mail, courier and express parcels should be considered as protected from unauthorised interference if:

- a) they are physically protected so as to prevent the introduction of any article which might be used in an act of unauthorised interference; or
- b) they are not left unattended and access is limited to persons involved in the protection and loading of cargo and mail onto aircraft.


11.6.1 DESCRIPTION OF MEASURES


A person with unescorted access to identifiable air cargo/identifiable air mail/courier and express parcels to which the required security controls have been applied should have successfully completed either a background check or a pre-employment check in accordance with local legislation.

The application of basic security controls is generally applied to consignments prior to transport by air on passenger aircraft. As a result, the activities of shippers and indirect air freight forwarders may be as significant as those of airports or airlines.

Shippers and freight forwarders are generally located off the airport, and security considerations do not appreciably influence site selection for cargo, mail, courier and express parcels terminals. Nevertheless, two sectors should be distinguished within such terminals:

1. The restricted landside sector, which may be entered by cargo, mail, courier and express parcels and members of the general public coming to send or pick up goods, as well as by service vehicles and cargo, mail, courier and express parcels or goods delivery or collection vehicles. This sector should include the portion of the terminal (spaces, loading bays and rooms) where cargo, mail and goods are delivered and picked up;
2. The airside sector, which includes that portion of the terminal facilities where cargo, mail, courier and express parcels and goods are processed for air transport at departure and for land transport upon arrival, the loading bay and the manoeuvring and parking areas for airport service vehicles and equipment used for loading and unloading. The airside sector should be

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isolated from the landside portion of the terminal by metal grills or solid walls but allow good passage to facilitate movement.

The appropriate authority for security should ensure the application of security controls to all cargo, mail, courier and express parcels, which is to be carried on aircraft engaged on passenger flights. These security controls should consist of a combination of screening and administrative procedures.

Cargo, mail and express parcels, that are intended for carriage on board an Air Moldova aircraft, regardless of the origin, are subjected to relevant mandatory security screening in accordance with the provisions of ECAC/CEAC Doc. 30.


At home airport, according Article 20 of the Law on Aviation Security, all mail, including courier and express parcels, as well as, Air Moldova official correspondence right before loading into an aircraft is security screened using X-ray systems and metal detectors by police staff.

After the screening of each package or envelope, a special tag is being attached. Postage and official correspondence, that has not passed the customs and security control, as well as containing prohibited items and substances, is not allowed to be loaded into an aircraft.

11.6.1.1 CARGO, MAIL, COURIER AND EXPRESS PARCELS GROUND SECURITY

Securing ground operations for air cargo presents similar challenges to passenger operations. As such, ground security procedures should be similar to those for passenger operations. Procedures should be put in place to protect cargo terminal buildings and air cargo infrastructure. These should include measures for:

- Perimeter security
- Airside Security
- Protection of aircraft
- Personnel identification

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·Pre-flight aircraft searches and checks.

Whilst protection of the air cargo infrastructure is similar to passenger operations, additional security controls need to be implemented on the ground to protect the cargo from the time it is accepted in the cargo terminal to the time it is loaded on board the aircraft.

11.6.1.2 STORAGE OF CARGO, MAIL, COURIER AND EXPRESS PARCELS

All cargo receiving and dispatching doors have the capability of being closed and locked when not in use. If doorways need to be kept clear for ventilation purposes, metal screen doors that can be locked can be used as an alternative;

Cargo receiving and dispatching doors, is equipped with intruder detection devices or other means of protection;

Doors intended for use by vehicle are not used by any person to enter or exit buildings as this may provide an avenue to circumvent security controls;

Personnel doors are designed and located to ensure that entry and exit of personnel can be controlled. These doors also have the capability of being locked and secured when not in use;

Signs indicating that all dangerous devices contained in a consignment must be declared are being posted at the cargo acceptance point to deter inadvertent or innocent inclusion of an item such as dangerous goods..


Consignments that have been secured (through security controls) or that are in the process of being made secure are being held in secure premises until they are loaded on board the aircraft.

Known cargo is being held in cages, compartments, rooms or buildings that are secured against unauthorised access or made tamper-evident using seals or locks or otherwise protected using intruder detection systems

Access points are being made tamper-evident using seals, access cards or biometrics.

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For consignments that allow stand-alone security, they can be stored outside buildings or cages provided that the consignment itself is equipped with tamper evident seals or locks and remains under supervision by guards or CCTV.

11.6.1.3 GROUND TRANSPORTATION OF CARGO, MAIL, COURIER AND EXPRESS PARCELS

Air cargo is being only transported by: a known shipper/consignor's, a regulated agent's or Air Moldova's own transport; or transporters whose operating procedures and security measures have been approved by the regulated agent or Air Moldova.

The driver is being required to present a valid security permit or company identity document from the cargo dispatcher, before any cargo is loaded.


Prior to loading, the cargo compartment of the vehicle is being searched and the integrity of the compartment is being maintained until loading is complete.


Unless consignments have been individually secured or affixed with tamper-evident seals, the cargo compartment is being secured or made tamper-evident using seals or locks installed immediately following completion of loading. Curtain-sided vehicle is being secured with cords.

The driver does not leave the vehicle unattended or make unscheduled stops (except to present documents or in the case of an emergency). When returning to the vehicle, prior to continuing on his journey, the driver is verifying the integrity of the seals and/or locks.

Facility vehicles will usually remain in a controlled area however, if it becomes necessary for them to leave the premises, the exit is being recorded. When they return, they are being checked.

For host airports cargo delivery and pick-up vehicles are being checked in and out with records maintained to ensure that they are the authorised vehicle for particular regulated agents or shippers/consignors and are authorised to carry the particular shipment(s). The identity of the driver is being also verified, to ensure that they represent the regulated agent or shipper/consignor.

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The haulier declaration as contained in Annex IV-6-E of Doc. 30 should be agreed by the haulier who transports on behalf of the regulated agent, known consignor unless the haulier is itself approved as a regulated agent. The signed declaration should be retained by the regulated agent or known consignor for whom the haulier provides transport. On request, a copy of the signed declaration should also be made available to the regulated agent or air carrier receiving the consignment or to the appropriate authority concerned; or

The haulier should provide evidence to the regulated agent or known consignor for whom it provides transport that it has been certified or approved by an appropriate authority. This evidence should include the requirements contained in Annex IV-6-E of Doc. 30 and copies should be retained by the regulated agent or known consignor concerned. On request, a copy should also be made available to the regulated agent or air carrier receiving the consignment or to another appropriate authority.


Cargo carrier vehicles are being inspected upon arrival and/or departure of airside by physical or electronic means.

Before a cargo consignment is transported to either the aircraft or its next storage point, it is checked by an appointed, trained staff member to ensure that it has not been interfered with in any obvious way.

The integrity of the shipment is maintained during transportation until the aircraft is ready for take-off.

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11.6.1.4 LOADING AND HANDLING OF CARGO, MAIL, COURIER AND EXPRESS PARCELS


Cargo loading and handling personnel:

- Have authorised security restricted area access;
- Visibly wear their security restricted area permit at all times;
- Prior to loading, search the cargo hold to ensure that there are no suspicious items or persons;
- Ensure that, as they load consignments on the aircraft, there is no evidence of tampering;
- Ensure that no unauthorised personnel have or gains access to cargo consignments on the apron or inside the aircraft;
- Challenge anyone not in possession of a visible valid security restricted area permit in the vicinity of aircraft or cargo consignments.

At home airport staff handling cargo is appropriately security trained basing National Aviation Security Training Programme. Cargo personnel is subjected to pre-employment and background checks.

Suspect cargo is being treated as unknown cargo and subjected to additional screening to ensure that no suspicious or potentially dangerous items are found within the consignment.



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11.7 PROCEDURES FOR CARRIAGE OF DIPLOMATIC MAIL

See point 4.8.1

11.8 TREATMENT OF SUSPECT AND HIGH RISK CARGO OR MAIL

11.8.1 TREATMENT OF SUSPECT CARGO OR MAIL

Initially, a determination needs to be made as to what is causing the suspicion. If an item is suspicious because it is too opaque for proper analysis or cannot be understood, using one screening methodology, different methodologies should be employed. If an item is suspicious because it appears to be an explosive device (with all the necessary components):

- Suspect cargo it is treated as unknown cargo and subjected to additional screening to ensure that no suspicious or potentially dangerous items are found within the consignment;
- If it cannot be confirmed with certainty that the consignment does not contain any potentially dangerous item it is not accepted for carriage;
- If a suspicious item is found in a consignment while security controls are being applied, the measures are applied:

·Staff members do not touch it;

·The security department, police staff and the explosive ordinance disposal (EOD) unit are contacted;

·The consignment is not moved by anyone except EOD unit personnel;

·The security department determine which areas are at risk and evacuate them;

·The EOD should determine whether or not it is necessary to detonate the consignment basing their assessment solely on the threat posed by the suspicious device.

Prior consignment acceptance, the forwarder, basing an agreement between Air Moldova and the forwarder, is ensuring that contents of the shipment match the description on the air waybill.

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Cargo shipments containing dangerous goods or properly prepared and packaged hazardous materials are being appropriately identified as such and declared prior to acceptance. Consignments containing dangerous goods and or properly prepared and packaged hazardous materials are being subjected to the same security controls as would any other consignments.

Once the situation is resolved, if a dangerous item has been positively identified, all consignments destined for the same flight and/or accepted from the same shipper, are being screened as these should be considered as being higher threat consignments. Government regulators should be notified, as well as any other passenger and cargo carriers at the facility.

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11.8.2 TREATMENT OF HIGH RISK CARGO OR MAIL

1. Consignments to be treated as HRCM are high risk cargo and mail identified as:
 - a) All cargo and mail originating in or being loaded on to an aircraft in the following States:
Afghanistan, Iraq, Libya, Mali, Mauritania, Niger, Pakistan, Somalia, Yemen.
 - b) All cargo and mail consignments which appear to have been subject to significant tampering to a degree which could have allowed the introduction of a prohibited article, or which are otherwise suspect.
2. One of the following additional security controls shall be applied before HRCM may be carried to an airport:
 - i) Explosive detection system (EDS equipment);
 - ii) A combination of two or more screening methods, one of which shall be:
 - a) until 1 July 2013, an explosive detection (EDS) system other than i; or
 - b) explosive detection dogs (EDD); or
 - c) explosive trace detection (ETD).
 - iii) Until 30 June 2013, x-ray equipment in combination with a hand-search of the consignments;
 - iv) For mail and cargo below 500g, unless exempted in accordance with point 11.2.9 dual view x-ray equipment or single view x-ray equipment provided every item is examined from at least two different angles with at least 60° and no more than 90° rotation by the same screener.
3. The security controls employed shall be of a standard sufficient to reasonably ensure that no prohibited articles are concealed in the consignment. Where the screener cannot be reasonably sure that no prohibited articles are contained in the consignment, the consignment shall be rejected or be screened to his satisfaction.

Air Moldova will not accept for transport cargo and mail transferring via EU having as final destination any of the following countries: Afghanistan, Iraq, Libya, Mali, Mauritania, Niger, Pakistan, Somalia, and Yemen. Also, all cargo and mail having its origin in Afghanistan, Iraq, Libya, Mali, Mauritania, Niger, Pakistan, Somalia, Yemen transferring via KIV to EU should be rejected.

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11.9 TRANSFER AND TRANSIT CARGO AND MAIL

11.9.1 TRANSFER CARGO AND TRANSFER MAIL


Transfer cargo and transfer mail may be subjected to alternative security controls depending local rules of each state.

At KIV airport all transfer cargo and mail is security screened before being loaded into aircraft, no matter the origin or destination.

11.9.2 TRANSIT CARGO AND TRANSIT MAIL

Transit cargo and transit mail may be exempted from security controls if it remains on board the aircraft.



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A-8 B. DISRUPTIVE PASSENGER GROUND INCIDENT REPORT

Flight no.: _____ Flight routing: _____

Date (year/month/day): _____

Time (UTC) of incident: _____ Location of incident: _____

Passenger details:

Name: _____ PNR REF: _____

Class of travel: First/Club ☐ Economy ☐

Originating or in transit? Originating ☐ In transit ☐

Male ☐ Female ☐ Age: (estimated years) _____ Nationality: _____

Travelling: Alone ☐ With family ☐ In group ☐ (if more than one passenger involved please give details): _____

Executive Club member ☐ Membership No. if known _____

Member of associated frequent flyer programme: ☐ Please give details: _____


Incident details:


- | | |
|---|--|
| <input type="checkbox"/> Arguing with: _____ | <input type="checkbox"/> Deliberate damage to property |
| <input type="checkbox"/> Verbal abuse against: _____ | <input type="checkbox"/> Refused boarding by crew |
| <input type="checkbox"/> Physical violence towards _____ | <input type="checkbox"/> Smoking in "No smoking" area |
| <input type="checkbox"/> Sexual harassment of: _____ | <input type="checkbox"/> Creating a disturbance |
| <input type="checkbox"/> Other (please give details and continue on a separate sheet if necessary): _____ | |

Probable contributory factors:

	Primary factor(s)	Secondary factor(s)
Alcohol	<input type="checkbox"/>	<input type="checkbox"/>
Medical	<input type="checkbox"/>	<input type="checkbox"/>
Prisoner/ deportee in transit	<input type="checkbox"/>	<input type="checkbox"/>
Dissatisfaction with service	<input type="checkbox"/>	<input type="checkbox"/>
Seat allocation	<input type="checkbox"/>	<input type="checkbox"/>
Overbooking	<input type="checkbox"/>	<input type="checkbox"/>
Conflict with other passengers	<input type="checkbox"/>	<input type="checkbox"/>
Mishandled baggage	<input type="checkbox"/>	<input type="checkbox"/>

Other (please give details and continue on a separate sheet if necessary): _____

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ASSESSMENT It is the responsibility of ground staff to ensure that a disruptive, or potentially disruptive, customer is not knowingly accepted for flight. In your view, would the boarding of this customer have created a situation on board where the:

- | | Yes | No |
|--|--------------------------|--------------------------|
| • Safety of the aircraft could have been compromised? | <input type="checkbox"/> | <input type="checkbox"/> |
| • Safety of the crew or other customers could have been at serious risk? | <input type="checkbox"/> | <input type="checkbox"/> |
| • Presence of this customer could have jeopardized good order and discipline on board? | <input type="checkbox"/> | <input type="checkbox"/> |
| • Other customers in the aircraft cabin could have been disturbed by this customer's presence? | <input type="checkbox"/> | <input type="checkbox"/> |
| • Well-being of this customer could have been adversely affected by flight? | <input type="checkbox"/> | <input type="checkbox"/> |
| • Other (specify) _____ | <input type="checkbox"/> | <input type="checkbox"/> |

Immediate action taken

Duty manager called ☐

Security contractor called ☐

Police called ☐

Further action taken (please give details): _____

Victim

Ground staff ☐ Passenger ☐ Handling agent ☐

Other (please give details and continue on a separate sheet if necessary): _____

Follow-up action

Police action: Arrest ☐

Other (please give details and continue on a separate sheet if necessary): _____

Comments/additional information _____

Name (person completing the report form): _____ Position _____


Signature: _____

Police officer (name) _____ Signature _____

Note: Please, send 1st copy to Air Moldova Aviation Security Service (sodainic@airmoldova.md), 2nd to local Police authorities.

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A-8 C. ACT OF UNLAWFUL INTERFERENCE/SEIZURE REPORT

Date	FLIGHT No.	Fin No.	Flight Leg	Phase of flight
FLIGHT DECK CREW				
PILOT-IN-COMMAND NAME				
CABIN CREW MEMBERS				
NAME		NAME		
NAME		NAME		
NAME		NAME		
1. Level of interference <input type="checkbox"/> Level 1 (Verbal) <input type="checkbox"/> Level 2 (Physical) <input type="checkbox"/> Level 3 (Life threatening) <input type="checkbox"/> Level 4 (Flight deck)				
2. Description of Unruly passenger(s)				
Name		Seat #		Name
<input type="checkbox"/> Male [#]		<input type="checkbox"/> Female [#]		Height Age Weight
3. Location of incident				
<input type="checkbox"/> Zone <input type="checkbox"/> Other (please be specific)				
4. Action taken by crew				
<input type="checkbox"/> Off-loaded Pre-flight <input type="checkbox"/> Restraints Applied		<input type="checkbox"/> Warning Card Issued <input type="checkbox"/> Unscheduled Landing		<input type="checkbox"/> Incident resolved
5. Medical Assistance <input type="checkbox"/> Yes <input type="checkbox"/> No				
<input type="checkbox"/> First Aid Administered <input type="checkbox"/> To Passenger <input type="checkbox"/> To Crew <input type="checkbox"/> To Disruptive Passenger <input type="checkbox"/> Medication Administered (Specify type)				
NAME (S) OF ATTENDING PHYSICIAN		ADDRESS		PHONE
BRIEF DESCRIPTION OF INJURIES				

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6. Law enforcement <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> APO Assistance Onboard		
Name(s) of Officers	Badge No.	Complaint #
Name(s) of Officers	Badge No.	Complaint #
Witness 1		
Name	Seat No.	Phone Number
Address		
Witness 2		
Name	Seat No.	Phone Number
Address		

CREW MEMBER STATEMENT	
TIME	Observations MUST be objective and sequential. Include complete description of Incident, exact words spoken and descript behaviour observed. Sign and indicate your employee number following your statement. Use additional paper if required.


At first point of landing:

Cabin crew: Attach boarding coupon and remit to **each** of the following:

Law branch: Fax no. 52 59 42
 In-flight safety: Fax no. 52 60 73
 Air Moldova Security: Fax no. 52 59 66
 Civil Aviation Authority: Fax no. 52 91 18

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NAME, SURNAME:

Do you want us to contact you in the processing of the information provided?

☐ Yes ☐ No

The above information is confidential and will not be disclosed without your consent


-----separation line----- separation line-----

A-11. AVIATION SECURITY CONFIDENTIAL INFORMATION DISCLOSING FORM

Information type:	<input type="checkbox"/> Informational	<input type="checkbox"/> Medium important	<input type="checkbox"/> Very important
DATE:	TIME:	FLIGHT No:	AIRCRAFT TYPE:
ROUTE from _____ to _____			
Flight service stage:			
<input type="checkbox"/> Aircraft preparation	<input type="checkbox"/> Taxiing	<input type="checkbox"/> Landing	
<input type="checkbox"/> Passengers registration	<input type="checkbox"/> Take-off	<input type="checkbox"/> Landing taxiing	
<input type="checkbox"/> Passengers boarding	<input type="checkbox"/> In flight	<input type="checkbox"/> Parking	
Incident type:			
<input type="checkbox"/> Failure to comply procedures	<input type="checkbox"/> Breach of procedures	<input type="checkbox"/> Other	
Have been complied the established procedures? Were they adequate?		<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No	
What aviation security procedures/measures have been violated or not accomplished?			
How did the Aviation Security Service overreact?			
Were there any steps or actions taken to stabilize the situation? Which?			
On your opinion, which should be the actions taken by the Avsec employees in such cases?			

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On your opinion, what means and procedures should be applied to detect, analyze and prevent such incidents?
Description of the incident (location, circumstances, injuries, damage, etc.)
If there is any information on other persons involved in the incident, please indicate (names, contact information)
Collected evidences, materials, details of the incident (attach copy if possible)
The measures taken to prevent the incident
On your opinion, what other measures should be taken to minimize the consequences?
Other recommendations and conclusions


THANK YOU for taking the time and effort to help raise the level of "Air Moldova" aviation security measures

Would you like to receive an answer on this incident? If yes, please specify any convenient for you contact information:
--


FOR INTERNAL USE	
Received:	<input type="checkbox"/> AVSEC <input type="checkbox"/> Flight safety
Undertaken measures/recommendations:	

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A-12. CARGO SECURITY DECLARATION

Air waybill No.:

Destination:

The above shipment is tendered for carriage by air. The undersigned, on behalf of (name of agent), hereby confirms that:

1. The originator of the freight is known to me and I am satisfied that the contents are as stated and safe for carriage;

OR

The originator of the freight is known to me and, to the best of my knowledge, the contents are safe for carriage.

AND

2. The goods have been protected during storage and transportation used at all stages of transit has been secured.

Signature:Name:

Date:

